

ELDER RESOURCE GUIDE SIXTH EDITION



"One call starts it all..."

617-730-2777

**BROOKLINE COUNCIL ON AGING
BROOKLINE SENIOR CENTER**

**93 Winchester Street
Brookline, MA 02446**

**THE ELDER RESOURCE GUIDE
BROOKLINE COUNCIL ON AGING**

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This edition would not have been possible
without the assistance of Maximilian
Gonzalez and Naomi Isler. They have our
greatest appreciation.

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New additions to the Elder Resource Guide

- ☑ Advocacy
 - ☑ Errands
 - ☑ Geriatric Care Advisors
 - ☑ Information and Referral
 - ☑ Multicultural Programs
 - ☑ Partners in Care Spotlight:
LGBT Aging Project
 - ☑ Residential Care Homes/Retirement Homes
- And the most current information available on all the resources previously included in the Guide!*

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**Brookline Council on Aging
Brookline Senior Center
Elder Resource Guide
Sixth Edition**

This guide was developed by the Brookline Council on Aging and the Brookline Senior Center to assist seniors and their families/caregivers in negotiating the complex world of eldercare. There are an enormous amount of resources available to individuals over age 60 in the Greater Boston area, but attempting to locate and coordinate these resources can often be an overwhelming and frustrating task. We encourage you to use this material as a starting point. If you need more information, contact the agencies directly for more information and as always feel free to contact us. *Our professional social work staff are available free of charge to assist you.*

With recent budgetary cuts and shifts in funding, the information you receive today may often be invalid tomorrow. We are committed to providing the most accurate and up to date information possible. If you find that any information in this guide is incorrect or there is additional information you think should be included, please contact the Council on Aging at (617) 730-2777.

The best advice for staying healthy is to challenge your mind, be physically active, and keep connected to family, friends, and social organizations. All of this happens at the Senior Center, so if you are not already a regular, stop by soon!

Disclaimer: This guide includes a general description of services beneficial to Brookline seniors. Inclusion does not represent a recommendation from the Brookline Council on Aging or the Brookline Senior Center, but is for your assistance in obtaining information and services. We do encourage your feedback (both positive and negative) so we can consistently provide updated information.

**Brookline Council on Aging
Brookline Senior Center
Elder Resource Guide
Sixth Edition**

The Brookline Council on Aging is a Town agency that promotes active and healthy aging. We are dedicated to enriching the aging experience for Brookline seniors over the age of 60.

Our goal is to help seniors maintain their independence and continue to be active members of their community.

We welcome all who have questions regardless of age, income, disability, ethnic or religious background.

We provide a rich, diverse environment with a wide range of opportunities, programs and services.

We believe wholeheartedly in enhancing growth, dignity and a sense of belonging while encouraging individual contribution and sharing of life experiences.

We recognize the efforts of all our program collaborators and are grateful for their support.

The Town of Brookline does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. If you need assistance or special accommodations, please contact the Council on Aging office at 617-730-2777 or the ADA coordinator Stephen Bressler at 617-730-2330 or TTD at 617-730-2327.

ADULT DAY HEALTH PROGRAMS

- ☞ Adult Day Health (ADH) programs offer frail seniors a place to receive medical care, as well as an opportunity for increased socialization.
- ☞ ADH programs may also be a source of respite to caregivers for seniors who are unable to remain alone at home during the daytime hours.
- ☞ ADH program staff may consist of nurses, social workers, recreational therapists, certified nursing assistants, physical and occupational therapists, and dietitians. Program staff will also work closely with an individual's primary care physician to assure the best possible plan of care.
- ☞ ADH offerings vary by program, but usually include:
 - breakfast, lunch and an afternoon snack
 - nursing care including medication administering/reminders, monitoring of existing medical conditions and medical treatments
 - daily activities such as exercise, arts and crafts, discussion groups, outings to local restaurants, shops and cultural events
 - personal care such as assistance with bathing and dressing
 - door to door transportation (Transportation cost will differ for wheelchair bound participants and is not listed for the programs.)
- ☞ MassHealth (Medicaid) and private pay are the two most common sources of payment for ADH programs. Private pay costs vary by program. Limited assistance may also be available through your local Aging Services Access Point (Springwell for Brookline residents).

If you would like additional information, please contact:

- ☞ **Adult Day Health Program** **617-363-8515**
Hebrew Rehabilitation Center Contact: Suzie Kaytis
1200 Centre Street, Roslindale, MA www.hebrewseniorlife.org
 - Hours of Operation: Mon-Sat 9:00am-3:00pm
 - Private Pay: \$65.00/day
 - Transportation: \$15 each way
 - Additional Information: Bilingual services available for Russian elders

ADULT DAY HEALTH PROGRAMS

- ☞ **Adult Day Health Program at Wallingford Road** **617-912-8452**
Jewish Community Housing for the Elderly Contact: Elaine Aronski
30 Wallingford Road, Brighton www.hebrewseniorlife.org/healthcare
- Hours of Operation: Mon-Sat 8am-2pm
 - Private Pay: \$65.00/day
 - Transportation: \$15 each way
 - Additional Information: All staff are bilingual (Russian/English)
- ☞ **Greater Boston Chinese Golden Age Center** **617-789-4289**
677 Cambridge Street, Brighton, MA Contact: Lili Mei
Hours of Operation: Mon-Fri 8:30am-4:30pm www.gbcgac.org
- Private Pay: Please call for more information.
 - Transportation: Can be arranged for adult day health.
 - Additional Information: Bilingual services available for Asian elders, English, citizenship, tai chi.
- ☞ **Rogerson Communities Adult Day Center** **617-363-2329**
23 Florence Street, Roslindale, MA www.rogerson.org
- Fitness and day programs, adult day health
 - Hours of Operation: Mon-Fri 8:00am-4:30pm Sat 8:00am-4:00pm
 - Private pay: Adult Day Program \$58/day
 - Dementia/Alzheimer's Program \$70/day
 - Transportation: \$17.00 each way
- ☞ **Rogerson House Alzheimers Program** **617-983-2300**
434 Jamaicaaway, Jamaica Plain, MA Contact: Melissa Lenzen
Hours of Operation: Mon - Fri 9am-3pm www.rogersonhouse.org
- Extended hours available \$18/hr
 - Private pay: \$85/day
 - Transportation: \$17.50 base rate, taxi rates from there

ADULT DAY HEALTH PROGRAMS

- ∞ **Windsor House Adult Health Care - Sancta Marias** **617-491-1815**
799 Concord Avenue, Cambridge, MA Contact: Denise Thorud
• Hours of Operation: Mon-Fri 8:30am-5pm www.windsorhouse.org
• Program is offered in two 6 hour sessions:
8:30am-2:30pm or 11am-5pm
• Late afternoon respite program: Mon - Fri 2:30pm - 5:00pm
• Private pay: Adult Day Program \$69/day
• Dementia/Alzheimer's Program \$69/day
• Late Afternoon Respite Program (3-5pm) \$30/day
• Transportation: None available to Brookline residents
- ∞ **Windsor House Adult Health Care - Cambridge** **617-547-7836**
806 Massachusetts Avenue, Cambridge, MA Contact: Beth Pavoni
Referral Line 617-642-3899
• Hours of Operation: Mon-Fri 8:30am-2:30pm
• Private pay: Social Day \$35/day; Adult Day \$54/day
Dementia/Alzheimer's Program \$69/day
• Transportation: Negotiated based on distance and ambulatory status
- ∞ **Windsor House Adult Health Care - Somerville** **617-628-2575**
75 Myrtle Street, Somerville, MA Contact: Lynn Stafford
Referral Line 617-642-3899 or Lucille Capraro
• Hours of Operation: Mon-Fri 8:30am-2:30pm
• Private pay: Social Day \$35/day
Adult Day \$54/day (clients have more medical needs)
• Transportation: Negotiated based on distance and ambulatory status

ADULT LEARNING OPPORTUNITIES

There are many educational opportunities available to seniors at a reduced cost through local institutions of higher learning as well as through other area agencies.

The subjects offered can range from art history to computer science and formats for learning may include lectures, study groups, field trips or social events.

- ☞ **Brookline Senior Center** **617-730-2770**
93 Winchester Street Brookline, MA 02446
- Provides its participants with opportunities and resources in health, learning, the arts, socialization, nutrition, recreation and direct services.
 - Open Monday- Friday from 8:30 am - 5:00 pm and occasional nights and weekends.
- ☞ **Brookline Adult and Community Education Program** **617-730-2700**
www.brooklineadulted.org
- Offer a wide variety of classes to individuals of all ages. Courses are offered in computers, dance and exercise, arts and crafts, music, writing and a host of other topics.
 - One-time lectures, field trips, and social events are also offered.
 - Costs vary based on offering. Some courses may be discounted as much as 30% for seniors. Exceptions do apply and are noted in the BA&CEP catalog.
 - Many courses for seniors are co-sponsored by the Brookline Council on Aging and are held at the Brookline Senior Center (93 Winchester St.) for your convenience.
 - Course selections can be viewed online via their website or you can call to request a catalog.

ADULT LEARNING OPPORTUNITIES

Brookline Public Libraries www.brooklinelibrary.org

Offer book discussion groups, ESL conversation groups, free computer access, museum passes, movies, and home delivery of books to homebound seniors coordinated through the senior center. Contact the branch office directly to inquire about specific availability of services.

- **Brookline Public Library (Main Branch)** **617-730-2370**
361 Washington Street, Brookline, MA
- **Brookline Coolidge Corner Library** **617-730-2380**
31 Pleasant Street, Brookline, MA
- **Putterham Branch Library** **617-730-2385**
959 West Roxbury Parkway, Chestnut Hill, MA

Learning Opportunities Outside of Brookline:

Boston University Evergreen Program **617-353-9852** www.bu.edu/evergreen

- You must be at least 58 years of age to participate in the program
- No educational credentials or professional affiliations are required.
- Programs are generally conducted in 2-10 week sessions that meet 1-4 times per week.
- Opportunity for noncredit participation in most Boston University courses is available. Cost for courses is approximately \$150/course.
- One-time lectures, field trips, and social events are also offered. Cost varies based on offering.

Boston Center for Adult Education **617-267-4430** 122 Arlington St. Boston www.bcae.org

- Offer a wide variety of classes to individuals of all ages. Costs vary.

ADULT LEARNING OPPORTUNITIES

- ☞ **Cambridge Center for Adult Education** **617-547-6789**
42 Brattle St. Cambridge, MA www.ccae.org
• Offer a wide variety of classes to individuals of all ages. Costs vary.
- ☞ **Harvard Institute for Learning in Retirement** **617-495-4072**
www.hilr.harvard.edu
• HILR is a noncredit, nondegree program
• There are no minimum age requirements
• No educational credentials or professional affiliations are required
• There is an annual membership fee of \$800.
- ☞ **University of Massachusetts Boston** **617-287-7312**
Osher Lifelong Learning Institute (OLLI) www.umb.edu/olli
• You must be at least 50 years of age to participate in this program
• No educational credentials or professional affiliations are required
• A variety of course topics are offered in addition to field trips, social events and special lectures
• Courses or seminars meet once a week during the day and can last anywhere from 4-12 weeks
• Membership fees range from \$50 to \$175

ADVANCE DIRECTIVES

HEALTH CARE PROXY

- A **health care proxy** is a *legal* document that allows you to appoint a health care "agent" to make or communicate medical decisions on your behalf, in the event that you are unable to do so. Your health care agent can be *anyone* whom you trust, *except* an employee of a health care or long term care facility in which you are a patient or resident.
- It is important that you clearly communicate your wishes to your health care agent, either verbally or in writing while you are still physically and mentally competent to do so. Even though your written wishes (also known as a **living will**) are **not legally binding in Massachusetts**, they can act as a guideline for your health care agent or physician.
- Remember that your health care agent may be very emotional at the time that major medical decisions need to be made. Therefore it is important to choose someone who will vocalize *your* health care wishes rather than their own. This is especially important with regard to life sustaining treatments such as, artificial respiration (ventilators) and feeding tubes.
- Your health care agent *only* becomes active once a doctor has determined that you are unable to make decisions on your own behalf.
- You can obtain a health care proxy from your physician or hospital. Forms are also available through the Brookline Council on Aging.

If you require assistance in completing your health care proxy, contact the Brookline Council on Aging at 617-730-2777.

LIVING WILLS

- A living will is a written statement in which you can *outline* your health care wishes related primarily to the withholding or withdrawal of life sustaining treatments.
- Living wills **ARE NOT LEGALLY RECOGNIZED** in Massachusetts. However, they can serve as a written guideline for the person that you have chosen to be your health care agent (see above).

COMFORT CARE (CC)/DO NOT RESUSCITATE (DNR) FORM

- *Legally recognized*, statewide form that verifies an individual's decision to not be resuscitated. Your physician can provide you with more information regarding resuscitation methods.

ADVANCE DIRECTIVES

CC/DNR Form (continued)

- You *and* your physician, authorized nurse practitioner or physician's assistant must complete the CC/DNR form jointly.
- The completed form **MUST** be posted on either your refrigerator or on your bedside table. In an emergency, ambulance drivers must see the actual form in order to legally respect your wishes.
- As of January 2007, you no longer have to produce the original copy of the completed form. Photocopies are now legally acceptable.
- You or your appointed health care agent can *revoke* your DNR/CC form *at any time* and resuscitation efforts will then be made.
- The DNR/CC form also includes a detachable section that can be worn like a hospital-like ID bracelet if you want to assure that your wishes are respected when traveling outside the home.
- Forms are now accessible online at www.mass.gov/dph/oems but still must be completed by an authorized medical provider. If you do not have computer access, *contact your physician's office to obtain a DNR/CC form.*

PLEASE NOTE: Each state legally recognizes different forms of advance directives (i.e., a Massachusetts Health Care Proxy may not be legally recognized in Florida). If you regularly spend extended periods of time in another state, please be sure to inquire about and complete the legally recognized advance directives for that state.

For more information regarding advance directives, contact:
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Your Physician's Office



Brookline Council on Aging

617-730-2777



Brookline Legal Assistance Bureau

617-730-2777

First Wednesday of every month from 9am-12pm at the Senior Center
Volunteer local attorneys offer individuals expertise on matters of law as well as information and referral services. Their services are free and no appointment is necessary.

ADVOCACY

There are many agencies that provide advocacy on behalf of seniors. Advocacy can be focused on legislative action to secure a variety of benefits on a local, state or national level; resolving problems around a specific issue or for a specific population or individual. This list does not include the many organizations that are affiliated with specific health conditions.

☞ **Attorney General's Elder Hotline** 1-888-243-5337
www.mass.gov/ag

This hotline is available Mon.-Fri. 9am- 5pm and is staffed by senior volunteers. It provides information about elder related issues such as debt collection practices, health insurance, home improvement, landlord/tenant issues, long term care insurance, scam awareness and telemarketing. It also provides dispute resolution services including free mediation and referral services.

Newton-Brookline Consumer Office 617-796-1292
Newton City Hall, 1000 Commonwealth Ave, Newton, MA
Mediates consumer complaints for Newton, Brookline, Belmont and Watertown residents against any business in cooperation with the Office of the Attorney General Mon.-Fri. 9:30-3:45.

☞ **Boston Center For Independent Living** 617-338-6665
bostoncil.org

The Center provides advocacy for people with disabilities. Some of the issues that have been targeted include housing, healthcare and transportation.

☞ **Brookline Community Aging Network (BCAN)** 617-730-2777
www.BrooklineCAN.org

BCAN is a volunteer driven group, sponsored by the Council on Aging, which calls attention to the aspects of Brookline that already makes it an

ADVOCACY

Brookline Community Aging Network (cont.)

outstanding community for seniors while also improving Brookline through the Livable Community Advocacy Committee. This committee of volunteers is working on issues such as tax relief for low income seniors; elder friendly parks, pedestrian sidewalks and crossings; access to public restrooms in commercial districts; housing options for older residents; and caregiver parking.

- ☞ **Brookline Council on Aging** 617-730-2777
93 Winchester St. www.brooklinema.gov
Brookline, MA 02446

The Brookline Council on Aging is a Town agency responsible for planning, coordinating and providing comprehensive services for Brookline residents age 60 and older. It is a proud member of a number of advocacy groups on a local, state and national level working to secure a variety of benefits for seniors.

- ☞ **Executive Office of Elder Affairs** 800-AGE-INFO
(EOEA) www.mass.gov/elders

EOEA is the state agency which regulates the Aging Service Access Points; assisted living facilities; the prescription drug program; and administers the Long Term Care (nursing home) Ombudsman Program.

- ☞ **Long Term Care Ombudsman Program** 781-647-5327
Jewish Family and Childrens' Services
1430 Main Street
Waltham, MA 02451
Contact: Dan Goldberg
www.jfcsboston.org

The ombudsmen regularly visit nursing homes and act to improve the quality of care for residents, resolve concerns and advocate for residents' rights.

They also are a resource for individuals and families looking for information about facilities.

ADVOCACY

- ☞ **Mass Association of Older Americans** 617-426-0804
19 Temple Place, 4th Floor www.maoamass.org
Boston, MA 02111
MAOA is an advocacy organization which provides education, advocacy, and action on issues impacting seniors.
- ☞ **MassPro** 781-890-0011
245 Winter Street www.masspro.org
Waltham, MA 02451
MassPro is dedicated to improving the quality of health care for Medicare recipients. The **Medicare Beneficiary Hotline: 800-252-5533** is the phone number to call with a Medicare quality of care complaint; appealing a notice that the hospital intends to send you home when you believe you should stay; or appealing a notice that states a course of treatment (such as rehabilitation, nursing home, home health or hospice care) is going to end when you believe you still need those services.
- ☞ **Mass Senior Action Council** 617-284-1234
150 Mt. Vernon Street 2nd Floor www.masssenioraction.org
Dorchester, MA 02125
This is a grassroots senior-run organization empowering seniors and others to act collectively to promote the rights and well being of vulnerable seniors as well as others.
- ☞ **National Council on Aging (NCOA)** www.ncoa.org
1901 L Street NW 4th Floor
Washington, D.C. 20036
NCOA is a national advocacy organization focusing on improving the health and economic security of older Americans.

ADVOCACY



Springwell

307 Waverly Oaks Road

Waltham, MA 02452

617-926-4100

www.springwell.com

Springwell is the Aging Service Access Point (ASAP) for Brookline. This agency provides information and services for seniors, individuals with disabilities and their families, and helps with advocacy around long term services and support issues.

ASSISTED LIVING FACILITIES

- Type of alternative housing that offers a combination of private "apartment style" living with a variety of supportive services such as meals, assistance with personal care (i.e., bathing, dressing), housekeeping tasks, and social programming. These additional services are often included in the base monthly rental fee.
- Studio, one bedroom or two bedroom units may be available. Most units offer a private bathroom and a small kitchenette.
- Monthly rental fees range from approximately \$3000-\$7000 *or more* depending on the size of your unit and the additional services included.
- *Services vary widely* amongst facilities. It is important to make a list of the services most helpful *to you* and to then contact individual facilities regarding availability and cost.
- Historically Assisted Living Facilities (ALF's) were primarily private pay facilities. However, Masshealth (Medicaid) may now cover the cost at some ALF's if you qualify for the Group Adult Foster Care (GAFC) program. Contact Masshealth (800-841-2900) regarding eligibility criteria for the GAFC program.
- Many ALF's also have a few units reserved for low-income individuals; however, you must meet certain income criteria. There is often a waiting list for these units. Individuals who qualify will pay a reduced monthly fee for their unit.
- Massachusetts' ALF's are regulated by the Executive Office of Elder Affairs (EOEA).

If you would like more information, please contact:



**Massachusetts Assisted Living
Facilities Association (MassAlfa)**

781-622-5999

www.massalfa.org

- Provides general information on assisted living facilities and other types of housing available to seniors, as well as a listing of ALF's within Massachusetts.

ASSISTED LIVING FACILITIES



New Lifestyles

800-869-9549

www.newlifestyles.com

- Provides information on senior housing options and criteria for selecting the type of housing that is right for you. A free guide to local resources is available by request.

Local Assisted Living Facilities:



Boylston Place at Chestnut Hill

617-244-6400

EPOCH Senior Living

www.epochsl.com

615 Heath Street, Chestnut Hill



Cabot Park Village

617-965-7707

280 Newtonville Avenue, Newton

www.benchmarkquality.com



Cadbury Commons

617-868-0575

66 Sherman Street, Cambridge

www.cadburycommons.com



Chestnut Park @ Cleveland Circle

617-566-1700

50 Sutherland Road, Brighton

www.benchmarkquality.com



Edelweiss Village

857-547-2000

2220 Centre Street, West Roxbury

www.edelweissvillage.org



Evans Park at Newton Corner

617-454-4431

430 Centre Street, Newton

www.evansparkatnewtoncorner.com



Goddard House

617-731-8500

165 Chestnut Street, Brookline

www.goddardhouse.org



Providence House Senior Living Community

617-731-0505

180 Corey Road, Brighton

www.coreypark.com



Rogerson House (Alzheimer's)

617-983-2300

434 Jamaica Way, Boston

www.rogersonalz.org

ASSISTED LIVING FACILITIES

- ☞ **Springhouse** 617-522-0043
44-46 Allandale Street, Jamaica Plain www.springhouseinfo.org
- ☞ **The Falls at Cordingly Dam** 617-454-4808
2300 Washington Street, Newton www.fallsatcordinglydam.com
- ☞ **The Landmark at Longwood** 617-975-0110
63 Parker Hill Avenue, Boston www.landmarkseniorliving.com
- ☞ **Visiting Nurses Association of Eastern Mass** 617-623-3600
Assisted Living Community www.vnaem.com
295 Lowell Street, Somerville
- ☞ **Youville Assisted Living** 617-491-1234
1573 Cambridge St www.youvilleplace.org
Cambridge, MA

BEREAVEMENT GROUPS

Grief following the loss of a loved one is a natural, healthy reaction. Bereavement groups offer grieving individuals an opportunity to benefit from the mutual support of others who have also experienced a loss. Sharing your thoughts and feelings about your loved one and the loss can be a wonderfully healing experience.

Some things to remember:

- There is no timetable for grieving. The amount of time it takes to grieve the death of a loved one varies from individual to individual and may be related to the length of time you have known the deceased and how closely you were involved with them.
- The first year may be particularly difficult as the holidays, birthdays and anniversaries pass. These occasions often cause a great deal of distress in that our loved one is no longer physically here to share in these happy times with us.
- You may also experience unexpected feelings of denial, anger, guilt, and relief related to your loss. These are all normal feelings associated with grieving.
- As the grieving process progresses, you will have good days and bad days. In time, you should start to feel some relief from the sadness.
- Prolonged eating or sleeping disturbances, difficulty concentrating, lack of energy and intense feelings of sadness may be indicators that your grief has turned to depression. If you think you may be experiencing symptoms of depression related to the loss of a loved one, please contact your health care provider to discuss treatment options.

If you would like more information on bereavement groups, please contact:



Brookline Council on Aging

93 Winchester Street, Brookline

617-730-2767

Contact: Deidre Waxman

- Offers periodic bereavement groups as community interest and need arises.

BEREAVEMENT GROUPS

- ☞ **Hospice of the Good Shepherd** **617-969-6130**
2042 Beacon Street, Newton, MA www.hospicegoodshepherd.org
 - Offers specialized bereavement groups including but not limited to grieving the loss of a spouse/partner, adults mourning the death of a parent, mourning the death of an adult child, and grieving the death of a relative or friend.
- ☞ **Jewish Family and Children's Services** **781-647-5327**
1430 Main Street, Waltham, MA Contact: Barbara Sternfield
- ☞ **Newton-Wellesley Hospital** EMAIL: nwhcf@partners.org
 - NWH offers an on-going bereavement group for individuals age 55 and older who have lost a spouse. The group currently meets on the third Wednesday of every month 4:30 pm - 6pm, September through June.
- ☞ **Pet Loss Support Hotline** **508-839-7966**
Cummings School of Veterinary Medicine at Tufts University
 - Provides telephone support to those grieving the loss of a pet and offers information on other support resources.
- ☞ **Steward Hospice** **781-392-2230**
271 Waverly Oaks Rd, Contact: Patricia Witt
Waltham, MA 02452 Bereavement Coordinator

BROOKLINE RECREATION DEPARTMENT



Brookline Recreation

617-730-2082

133 Eliot Street, Brookline, MA 02467

Contact: Elizabeth Gugliotti

Brookline Recreation offers a number of programs geared toward adults including aquatic programs, health and wellness programs as well as day trips. You may register for their programs directly at the Recreation Department. You may also register and pay for their day trips at the Brookline Senior Center at 93 Winchester Street, on the 2nd floor at the Council on Aging Offices. There is a wooden box on the table on the 2nd floor in the Council on Aging reception area for trip registration and payment.

CAREGIVER RESOURCES

Providing care for a loved one can be a wonderful and fulfilling experience. However, it can also be overwhelming and a source of great stress. Caregivers commonly experience feelings of guilt, embarrassment, helplessness, and anger, which create the kind of stress that can lead to caregiver "burn out". There are ways to help reduce stress and prevent or alleviate "burn out". Here are some helpful tips for caregivers:

TIPS FOR CAREGIVERS

- Don't be afraid to ask for help. Asking for help is a strength not a weakness.
- Speak to family and friends about your feelings or join a support group. Support groups are very beneficial because you have the opportunity to share your experience with others who have experiences similar to your own.
- You will be able to provide better care for your loved one if you make sure all of your physical and emotional needs are being met.
- You can take care of yourself by eating well, exercising, and getting plenty of sleep. This combination of self-care will reduce stress. Also, try to engage in an activity you enjoy daily in order to enrich your life.
- Try to stay positive. Instead of looking at what your loved one can no longer do, look at what he or she is still able to do.
- Find the humor in situations when you can.

If you would like more information, please contact:
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CAREGIVER SUPPORT GROUPS:



Alzheimer's Association 24/7 Helpline

800-272-3900

- Provides information, referral, and support via telephone to caregivers, people with memory loss, and health care professionals

CAREGIVER RESOURCES



Alzheimer's Caregiver Support Group

617-730-2777

Brookline Council on Aging

93 Winchester Street, Brookline, MA 02446

- Offers a daytime support group on the 2nd Friday of each month and an evening support group on the last Thursday of each month for caregivers of individuals with Alzheimer's and other dementias.
- Group participation is free. For those attending the daytime group with an elder needing supervision, a trained volunteer is able to provide this service. You must register with the group leader before attending either group.



Facing Cancer Together

617-332-5777

430 Walnut St.

www.facing-cancer.org

Newtonville MA

- Offers support groups to caregivers as well as many other services.



Rogerson Communities

617-983-2300

Support Group for Family Members

www.rogerson.org

434 Jamaicaway, Boston, MA 02130

- Free community support group meets monthly on the 4th Wednesday of the month.

PLEASE NOTE: Caregiver support groups for other specific health conditions may be available. For more information, try contacting organizations linked to these conditions such as the American Cancer Society or The Arthritis Foundation.

CAREGIVER RESOURCES

INFORMATION AND REFERRAL FOR SERVICES:

- ☞ **Asian Caregiver Support** **617-789-4289**
Greater Boston Chinese Golden Age Center www.gbcbgac.org
677 Cambridge Street, Brighton, MA
- ☞ **Springwell (Area Agency on Aging)** **617-926-4100**
307 Waverley Oaks Rd, Suite 205 www.springwell.org
Waltham, MA 02452
Hours of Operation: Mon-Fri 8am-5pm
 - Offer free information and referral services to caregivers as well as a lending library of relevant books and videos.

WEBSITES:

The following websites offer tips for caregivers, information on specific chronic illnesses, local support group referrals, and online support group links.

- ☞ **Alzheimer's Association** **800-272-3900**
www.alz.org
- ☞ **Caregiving.com** www.caregiving.com
- ☞ **Family Caregiver Alliance** **800-445-8106**
www.caregiver.org
- ☞ **National Alliance for Caregiving** www.caregiving.org
- ☞ **National Family Caregivers Association** **800-896-3650**
www.thefamilycaregiver.org

CAREGIVER RESOURCES

- ❧ **National Caregivers Library** **804-327-1111**
www.caregiverslibrary.org
- ❧ **Strength for Caring** www.strengthforcaring.com

CLEANING SERVICES

- Cleaning companies generally provide assistance with a range of housekeeping tasks including laundry, bathroom/kitchen cleaning, and vacuuming. Some companies will also provide assistance with window and/or carpet cleaning. Be sure to ask if the company provides all necessary cleaning supplies/equipment and if there is a minimum number of hours required.
- **The companies listed below are not individuals or agencies that cater exclusively to seniors. If you would like to work with an agency whose primary customer base is seniors, please refer to the "Home Care Services". Additional resources are also listed for "Clutter Management".**
- All businesses listed provide services to Brookline and will provide references upon request.

If you would like more information, please contact:
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- ☞ **Fabiana's Cleaning Service** **617-922-2097**
The company can provide all supplies for fee but usually uses the client's supplies. Cleaning services are offered on a one-time, daily, bi-weekly, or monthly basis. Rates vary. Free estimates are available.
- ☞ **Houseworks** **617-928-1010**
Contact: Bob Severino www.house-works.com
Heavy chore services: Normally \$75/hour with a two hour minimum, but mention Brookline Senior Center and it is only \$60/hour
Handyman services: Normally \$85 per hour with a two hour minimum, but mention Brookline Senior Center and it is only \$75/hour. Homemaking and PCA services are also available.
- ☞ **Minute Women, Inc.(Lexington)** **781-862-3300**
Company provides all supplies for one-time cleaning. Rates are as follows:
one-time cleaning is \$48 per hour with a 3-hour minimum required.
Scheduled weekly or biweekly cleaning is \$32 per hour with a 3-hour minimum. Scheduled monthly cleaning is \$35 per hour with a 3-hour minimum.

CLEANING SERVICES

- ☞ **Nice View Cleaning (Framingham)** **617-645-9268**
Services include window cleaning, painting, installation/cleaning of gutters, and garage/basement clean-outs. Cleaning services are available on a one-time and regularly scheduled basis. Rates vary. Free estimates are available.
- ☞ **Service Master** **800-783-0552**
www.svmgilmore.com
Disaster restoration services only (i.e., fire, mold, water damage, etc.). Rates vary.
- ☞ **Teresa's Housecleaning** **781-449-7281**
Offer cleaning services on a one-time, weekly, and bi-weekly basis. Rates vary. Free estimates are available.
- ☞ **The Maids** **617-969-1525**
Company provides all supplies/equipment. One-time cleaning rate for a three to four person team is \$164 per hour. Regularly scheduled cleaning rates vary depending on the size of home, including number of rooms, pets, and frequency of service.
- ☞ **The Needham Cleaning Ladies** **781-449-6552**
General housekeeping services such as laundry, shopping, organizing, packing and unpacking are available. One-time OR first time cleaning is \$75 per hour. A fixed rate is then offered for regularly scheduled cleaning services. Company will provide supplies/equipment to seniors upon request.

CLUTTER MANAGEMENT

- ☞ Clutter by the simplest definition is “too much stuff.” Unfortunately, anyone who has issues with clutter knows that disposing of excess items is not as “simple” as it may sound.
- ☞ Often individuals are emotionally attached to items they received as gifts or to items that have sentimental value. Individuals may also find it difficult to part with items that they think might be useful to someone else or that they feel they themselves may need again “in the future.” There may be feelings of security attached to “having” the items and sometimes tackling the clutter simply feels too overwhelming and you just don’t know where to start.
- ☞ There is obviously a continuum when it comes to clutter and it is important to be able to assess the impact that clutter has on your daily life. If you have to move piles of items off of chairs in order to sit down or your bills have not been paid lately because you cannot find them amongst piles of paperwork, then your quality of life is being negatively impacted and it may be time to seek out some assistance.
- ☞ Another reality of living with too much clutter is that your perception of the clutter eventually shifts and you become so used to “seeing” the clutter that you simply DO NOT “see” it anymore.
- ☞ In extreme cases where individuals and their homes have just been overwhelmed by clutter, the situation may pose a health and public safety risk to others. For example, items being piled on and around the stovetop could potentially cause a fire. Subsequently, rescue personnel may be at risk when trying to aid these individuals due to the excess clutter.
- ☞ In such extreme cases of hoarding, legal action may be taken against individuals in order to protect them as well as the surrounding community. This could include a court order to clean up the property or an actual condemnation of the unit if it fails to meet minimum fire and sanitary codes.
- ☞ Asking for and being willing to accept help is crucial. Allowing someone to simply do it for you will most likely leave you with feelings of regret, loss and a lack of control. However, having someone present who does not have

CLUTTER MANAGEMENT

the same emotional attachment to the items that you may have can help to keep you moving in the right direction. The person may be a friend, family member or a paid professional who can talk with you if you get "stuck". They can pose the important questions about the usefulness or need for an item. Some people also find it helpful to have others "handle" items for them because a stronger attachment can sometimes be created just by holding an item.

GENERAL TIPS FOR TACKLING THE CLUTTER

1. **It doesn't matter where you start.** You may feel more motivated to start in a room that you utilize more often, however it is up to you.
2. **Break a large room down into manageable parts.** For example sort through one dresser drawer at a time instead of the whole dresser or work on clearing off the kitchen table instead of trying to reorganize the whole kitchen. Even the smallest progress will result in a feeling of accomplishment that will hopefully motivate you to continue.
3. **Schedule a fixed amount of time to complete your task.** Spending all day with these kinds of tasks can be tiring and overwhelming. You will be less likely to take it back up again if you burn yourself out.
4. **Set up 3 big boxes or trash bags labeled: Keep, Donate/Give away, and Trash.** It is best to keep the process simple. However, if you are motivated enough to follow through you could identify a fourth category labeled "Sell" for items to be sold on Ebay or Craig's List.
5. **Employ the "one touch" rule.** Only "handle" an item once to decide in which pile it belongs. There is no "I'll decide later" pile, that pile is called clutter. In addition, make a commitment to yourself that you will not second guess your decisions. Once an item's fate has been decided, do not move it from one pile to another.
6. **Ask for help.** Depending on the size of the job, it may simply be too overwhelming for you to handle on your own. Asking for help is a strength, not a weakness, because it reflects your willingness to change.

CLUTTER MANAGEMENT

GENERAL INFORMATION:

- ☞ Buried in Treasures: Compulsive Acquiring, Saving and Hoarding by David Tolin, Randy Frost, and Gail Steketee - a *SELF-HELP BOOK* written by some of the foremost leaders in the field of compulsive hoarding.

WEBSITES:

- ☞ www.lifeorganizers.com
- ☞ www.organizeyourworld.com
- ☞ www.ocfoundation.org/hoarding/
- ☞ www.squalorsurvivors.com

PROFESSIONAL ORGANIZING SERVICES

- ☞ **The Move Maven** **617-455-1964**
Contact: Karen Zweig www.movemaven.com
Call for a free consultation. karen@movemaven.com
Helps sort through your possessions with you to determine what to keep, sell, donate or discard; arranges for the selling quickly at a maximum profit or donating of unwanted items; suggests creative ways of preserving memories while letting go of belongings. Also assists with moving and moving day oversight.
- ☞ **Diana's Domestic Therapy** **617-312-8304**
Dilopez2005@yahoo.com
Professional organizer and declutterer specializing in people with ADD, OCD, bi-polar and grief issues. She speaks Spanish and Portuguese. Three hour minimum; call for current rates.
- ☞ **Organizing Specialists and Senior Downsizing, LLC** **978-828-1683**
www.organizingspecialists.com
- ☞ **Sort It Out** **617-332-7500**
Newton, MA www.sortitoutnow.com

GENERAL CLEANING SERVICES (see page 23)

CLUTTER MANAGEMENT

HEAVY CHORE SERVICES:

- ☞ **Bio Recovery 911, Inc.** **888-687-3270**
www.biorecovery911.com

Specializes in the removal, cleaning, disinfecting and disposal of bio-hazardous waste materials including blood and bodily fluids. Homeowners insurance covers the cost of this service 90% of the time.

- ☞ **Houseworks** **617-928-1010**
Contact: Bob Severino www.house-works.com
Heavy chore services: Normally \$75/hour with a two hour minimum, but mention Brookline Senior Center and it is only \$60/hour
Handyman services: Normally \$85 per hour with a two hour minimum, but mention Brookline Senior Center and it is only \$75/hour

- ☞ **Service Master** **888-937-3783**
www.servicemaster.com
Disaster restoration services only (i.e., fire, mold, water damage, etc.).
Rates vary.

CLEAN OUT SERVICES:

- ☞ **1-800-GOT-JUNK** www.1800gotjunk.com
- ☞ **Clean Out Your House** **781-826-3120**
Contact: Larry DeRoche www.cleanoutyourhouse.com
- ☞ **We Get Rid Of It** **866-952-8400**
www.wegetridofit.com

SHREDDING SERVICES:

- ☞ **CINTAS Document Management** **800-762-6765**
Provides secure pick up and off-site shredding services to individuals and businesses.

CLUTTER MANAGEMENT

DONATION SITES (see page 36)

MENTAL HEALTH/SUPPORT GROUPS:

- ☞ **The Brookline Community Mental Health Center** 617-277-8107
41 Garrison Road, Brookline, MA www.brooklinecenter.org
 - Offers individual, couples, family and group psychotherapy services to adults and children. Psychopharmacology for adults and children, mediation services and community outreach services are also available.
 - Staff includes licensed psychologists, social workers, psychiatrists, nurses, mediators, and educators.
- ☞ **Children of Hoarders** www.childrenofhoarders.com
Online support group for adult children of hoarders and their spouses.
- ☞ **Clutterers Anonymous** www.clutterersanonymous.net
Follows the 12-step model inspired by Alcoholic Anonymous. Local meeting takes place on Wednesdays from 7pm-8:15pm at the Arlington Robbins Library, 700 Massachusetts Avenue, 4th floor. Arlington, MA.

DENTAL SERVICES

- MassHealth is covering some medically necessary dental services for adults including checkups, x-rays, cleanings, some oral surgery, and extractions. Some of these services may require prior approval.
- Most dental schools will offer a small discount on services. However, the reduced fees may still be costly for many individuals. It is also important to be aware that the work done at dental schools is generally performed by dental students who are supervised by dental instructors.
- Dental schools also generally expect payment at the time services are rendered.
- Free or reduced cost dental services may also be available through local community health centers if you qualify for free care.

If you would like additional information, please contact:



MasshealthDental Customer Service Line

800-207-5019

www.masshealth-dental.net

Information on dental benefits and a list of dentists who accept Masshealth is available on the website.



**Boston University Goldman School of
Dental Medicine**

617-638-4700

www.bu.edu/dental

100 East Newton Street, 1st floor, Boston, MA 02118



**The Forsythe School of Dental Hygiene at
Mass College of Pharmacy and Health Science**

617-278-2700

www.mcphs.edu

101 Palace Road, Boston, MA 02115



Harvard Dental Center

617-432-1434

188 Longwood Avenue
Boston, MA 02115

www.harvarddentalcenter.harvard.edu

DENTAL SERVICES



Mount Ida Dental Clinic

617-928-7360

777 Dedham Street, Newton, MA 02459

www.mountida.edu

- \$20 Cleaning (includes exam and treatment plan), \$25 full mouth x-rays
- Limited dental services (no major surgeries)
- Mon: 8 am-12 pm, Wed: 8 am-12pm and 2pm-6pm
- You must call for an appointment



Tufts University School of Dental Medicine

617-636-6828

One Kneeland Street, Boston, MA 02111

www.tufts.edu/dental



Massachusetts League of Community Health Centers

800-475-8455

www.massleague.org

- Provides information on local community health centers that offer dental services and accept free care.

DISABILITY RESOURCES

Decreased vision, hearing loss, dementia and difficulty walking are all examples of disabilities that seniors may experience as they age. Often these changes are simply associated with growing older and are not viewed as truly disabling conditions. Such physical and mental changes are significant in that they may limit an individual's ability to cook, go shopping, drive, read, manage their finances, and/or engage in social activities with others.

While there are many organizations that deal exclusively with the needs of seniors, the following organizations may have additional information or recommendations regarding assistance with a specific disability issue such as vision loss or hearing loss.

If you would like additional information, please contact:

☞ Assistive Technology Exchange in New England

www.getatstuff.org

- Created to facilitate the exchange of medical equipment between individuals. Some individuals offer their items for free, while others ask for a fixed price.

☞ Boston Center for Independent Living

617-338-6665

60 Temple Place, 5th Floor, Boston, MA 02111

www.bostoncil.org

- Provides information and referral services to individuals with disabilities with the goal of independent living as long as safely possible
- Provides skills training and peer mentoring for individuals adjusting to a disability
- Advocates for individuals with disabilities in the public policy and community arena

☞ Disability Law Center

800-872-9992

11 Beacon Street, Suite 925, Boston, MA

www.dlc-ma.org

- Provides legal advocacy and assistance to disabled Massachusetts residents with disability related problems.

DISABILITY RESOURCES

Disability Law Center (cont.)

- DLC does not provide assistance with general legal issues such as divorce or estate planning.

☞ **Massachusetts Assistive Technology Loan Program** **800-244-2756** **Easter Seal Massachusetts** www.massatloan.org

- Provides low interest cash loans to people with disabilities and their families for assistive technology devices such as adaptive computer equipment, hearing aids, wheelchairs, vehicle modifications and more.
- Their **Assistive Technology Regional Center** offers an opportunity to try out various assistive technology devices, some of which are available for short term loan for free. **617-266-2634**

Contact: Catherine Bly or Kristi Peak-Oliveria

The Regional Center is located at 89 South St. Boston, MA, one block from South Station.

☞ **Massachusetts Disabled Persons Protection Commission** **Suspected abuse hotline** **800-426-9009 (V/TTY)** **Administrative line** **617-727-6465 (V/TTY)**

- Investigates allegations of abuse against individuals with physical and mental disabilities between the ages of 18-59. Hotline is available 24 hours per day, 7 seven days per week.
- A separate agency is responsible for abuse allegations against those over 60 years of age (see *elder abuse, page 50*).

☞ **Massachusetts Home Modification Loan Program** - **Metropolitan Boston Housing Partnership (617-425-6637)** is the identified agency that can assist individuals in the Greater Boston area with the application/loan process. **Website:** www.mbhp.org - State funded program that provides loans to elders or other individuals with disabilities to modify their homes for improved access (i.e., installation of ramps, railings, grab bars, shower stalls, etc.)

DISABILITY RESOURCES

Massachusetts Home Modification Loan Program (cont.)

- You may be eligible for a loan if:
 - ✓ You are a homeowner with a disability or you provide the primary, principle residence for another family member or tenant with a disability. The residence's owner must apply for the loan.
 - ✓ You meet specified income guidelines.
 - ✓ Modifications are necessary for the disabled individual to remain at home and relate to their ability to function on a *daily* basis.
- You cannot obtain a loan for the same property more than once and you will not be reimbursed for modifications that have already been made.

☞ **Massachusetts Office on Disability**

One Ashburton Place, Room 1305
Boston, MA 02108

617-727-7440 (V/TTY)

800-322-2020 (V/TTY)

www.mass.gov/mod/

- Provides advocacy for individuals with disabilities, especially around issues of accessibility in the public policy and community arena.
- Provides information and referral services to individuals with disabilities.

☞ **Massachusetts Registry of Motor Vehicles**

617-351-4500

www.mass.gov/rmv/medical

- Provides handicap plates/placards to individuals who are medically certified as disabled.
- Applications require a Massachusetts licensed physician, chiropractor or nurse practitioner's signature.
- You can request an application via telephone or if you have a computer, you can visit their website and print out an application.

☞ **Massachusetts Rehabilitation Commission**

1-800-245-6543

- Responsible for Vocational Rehabilitation Services, Community Services and the eligibility determination for Social Security Disability Insurance (SSDI) and the Supplemental Security Income (SSI) benefits programs.

DISABILITY RESOURCES

- **Local Vocational Rehabilitation Area Office** **617-739-9080**
320 Washington St.
Brookline, MA 02445

∞ **New England Index**

800-642-0249

info@disabilityinfo.org

www.disabilityinfo.org

- Provides information and referral services around programs, agencies and health care providers that specialize in working with individuals with disabilities.

∞ **Operation Independence**

617-923-4545

Watertown, MA

www.operationindependence.net

- Company provides home modifications services that range from installing grab bars and ramps to renovating kitchens and bathrooms to make them more accessible. Also installs stair chairs and lifts.
- A free in-home assessment is offered to determine each client's individual needs.

DONATIONS

Donating items to local agencies and organizations is a wonderful way to "go green" and do your part for the environment. By recycling unwanted items you can clear some of the clutter from your own life, help another individual in need and do your small part to help reduce the waste in our landfills. So what are you waiting for...go raid those closets!

Tips for donating items:

- ✓ You may need to contact several agencies since some organizations can only accept/use certain types of items.
- ✓ Check the agency's website to see if they have a donation "wish list."
- ✓ Inquire as to whether an agency can pick up items or if they need to be dropped off at a certain location.
- ✓ Many organizations offer receipts that allow the donor to claim a tax deduction.
- ✓ And most importantly, remember to donate only items that are in a condition in which you would wish to receive them yourself.

If you are interested in donating items to an organization, please contact:

- ☞ **Big Brothers/Big Sisters** **800-483-5503**
Clothing, jewelry, knick knacks, and small household items such as dishes, clocks, pots and pans. NO bicycles, large appliances (microwave size or bigger), infant items, computers. Call for additional items.
- ☞ **Boomerangs** **617-524-5120**
Furniture and some household items; please call in advance to verify.
716 Centre St., J.P Mon-Sat: 10am-7pm Thurs: 10am-8pm Sun: 11am-6pm. There are also locations at 1870 Centre St. West Roxbury (617-323-0262) and 1407 Washington St. Boston (617-456-0996)
- ☞ **Brookline Council on Aging** **617-730-2777**
Accepts donations of old cell phones. Phones are recycled and the Senior Center receives a cash donation in return to support programs and services.

DONATIONS

- ☞ **Brookline Senior Center Gift Cart** **617-730-2770**
Small gift items such as vases, picture frames, scarves, figurines, costume jewelry, and greeting cards; may also accept some larger items. NO used clothing or electric appliances
- ☞ **Dress for Success Boston** **617-779-2177**
Women's interview suits, suit blouses, business appropriate jackets and coats, handbags, dress shoes. Due to space limitations and the mission of the organization, clothing donations must be in season at time of donation, not more than 3 years old and freshly dry-cleaned on hangers. Contact Dorian for referral form for new client.
- ☞ **Goodwill/Morgan Memorial** **617-445-1010**
Clothing, household items such as dishes and silverware, small working appliances, books, and antiques. Call for drop off locations. No pick up service available.
- ☞ **Got Books?** **978-327-7600**
Hardcover books, paperback, clothing, shoes, linens, accessories, audio books, CD's, and DVD's. NO encyclopedias, Reader's Digest condensed books, magazines, VHS tapes, or newspapers.
- ☞ **Mass Coalition for the Homeless** **781-595-7570, ext. 13**
Furniture including beds, sofas, kitchen tables, some appliances, and household items such as dishes and silverware. Winter coats and blankets are accepted during the winter and **NEW** toys for the KIDZPROJECT program are always welcome. NO large appliances. Hours: 8am-4pm
- ☞ **Rosie's Place** **617-442-9322**
Clean women's clothing/accessories, children's books, buttons and jewelry, and toiletries. No baby or children's items, cell phones, computers, or furniture.
- ☞ **Salvation Army** **1-800-728-7825**
Clothing, shoes, furniture, household items, toys and games, jewelry and accessories. Call for drop off locations or for pick up (allow 4-6 weeks).

DONATIONS

- ☞ **Second Step** **617-965-3999**
Small household items, working appliances, new bedding and new clothing.
Call for additional items. Mon-Fri: 9am-5pm (4pm in the summer)
- ☞ **Solutions at Work** **617-492-0300**
Used PC's (year 2000 and up), children's clothing and interview clothing,
and men's interview clothing. Please call to confirm need for donation in
advance
- ☞ **Vietnam Veterans** **800-775-8387**
Clothing, baby items, small household items and appliances, TV's, radios,
and tools. Call to arrange pick up.

WEBSITES

- ☞ **Craig's List** www.craigslist.org
Online community forum in which individuals can post items they wish to
give away. Exchange of goods is then negotiated directly between the
donor and another interested party. Please be sure to specify that items
are FREE as this website is also used for individuals who wish to sell
items.
- ☞ **The Free Cycle Network** www.freecycle.org
Online community forum in which individual can post items they wish to
give away. Exchange of goods is then negotiated directly between the
donor and another interested party. Unlike Craig's List, the Free Cycle
Network was designed for the FREE exchange of reusable goods with the
larger goal of reducing waste in landfills.

If you are interested in donating a USED VEHICLE , please contact:

- ☞ **American Lung Association** **800-586-4872**
- ☞ **American Diabetes Association** **800-232-6570**
- ☞ **Franciscan Children's Hospital, Brighton** **800-568-8688**
- ☞ **The Home for Little Wanderers** **800-513-6560**
- ☞ **New England Shelter for Homeless Veterans** **617-371-1784**

DONATIONS



Salvation Army

888-999-2769

If you are interested in donating **MEDICATION**, please contact:



AIDS Action Committee

800-235-2331

- Accepts donations of medications that are used for HIV related medical conditions including certain types of cancer and opportunistic infections.

If you are interested in donating **MEDICAL EQUIPMENT/SUPPLIES**, please contact:



ALS Association, Massachusetts Chapter

781-255-8884

- **Equipment Loan Program**

www.als-ma.org

Equipment is available for loan to individuals with a diagnosis of ALS. Program also accepts donations of wheelchairs. Please call for additional information.



Assistive Technology Exchange in New England

617-204-2815

www.getatstuff.org

- Website designed to facilitate the exchange of medical equipment between individuals. Some individuals offer their items for free, while others ask for a fixed price.



Brookline Council on Aging Equipment Loan Fund

617-730-2753

Contact: Karin Wannamaker

- Accepts donations of smaller, gently used, durable medical equipment such canes, walkers, shower benches, commodes, bed boards, and grabbers for redistribution to individuals in need. Due to space limitations, the program cannot accept all items. Please **DO NOT** drop items off without speaking to Karin about whether or not your item can be used.

DONATIONS



**Lion's Club Eyeglass Donation Program
Brookline Senior Center Drop-off Site**

617-730-2770

- Accepts donations of old eyeglasses.



Wheelchair Recycler

508-460-6328

Dave Heim

www.wheelchair-recycler.org

- Repairs and recycles powered wheelchairs and scooters for individuals who may be in need, but may not have adequate insurance coverage or the financial means to obtain one. Client pays for new batteries (\$250-400). Accepts donations of powered wheelchairs and hospital beds.

DRIVER SAFETY

- Driving generally symbolizes independence and freedom in our culture. Therefore the decision of when to limit or to stop driving can be tremendously difficult.
- Many individuals experience psychological and physiological changes as they age. Over time these changes may impair one's ability to safely operate a motor vehicle.
- A medical diagnosis alone is not reason enough for an individual to cease driving. A thorough medical assessment in addition to an assessment of one's current driving skills should all be considered when making recommendations about driving limitations.
- Often adjustments to an individual's driving schedule can be made such as limiting your driving to daylight hours, driving on roadways that are less traveled, driving at times when traffic is known to be lighter, or simply reducing the amount of time spent on the road.
- Conversations around driver safety and driving limitations can be difficult and it is generally easier to have these conversations with someone you trust such as your spouse or your physician.
- The best way to address the issue of safe driving is to initiate a conversation *before* safety becomes an issue! The issue will be less emotionally charged and some future level of agreement may be possible.
- If there is a recommendation around limiting one's driving, consideration should also be given in advance to alternative means of transportation available in the area.
- If possible, it is also a good idea to observe an individual's driving habits over time. It will be easier to identify any *change in driving behavior* that might signal a problem as a result.
- Remember that simply "taking away" someone's license or disabling their car does not mean that the individual will stop driving. Preserving an individual's dignity is, as with any decision, of the utmost importance.

For more information, please contact:



Massachusetts Registry of Motor Vehicles

617-351-9222

www.mass.gov/rmv/medical

DRIVER SAFETY

Mass Registry of Motor Vehicles Division of Medical Affairs:

- Massachusetts is a "self-reporting" state which means that it is your responsibility to tell the RMV if you have a condition that impairs your ability to drive safely. The licensed individual is also expected to refrain from driving for the duration of the impairment.
- Massachusetts driving policies are made without regard to age. Therefore, there are no policies based on age alone.
- Please note that there is no *legal requirement* for a physician or a family member to report a licensed individual whom they feel may be unfit due to a medical condition.
- However, if you feel that an individual is comprised in some way and unable to safely operate a motor vehicle, you can make a report in writing to the RMV. The RMV will then generally conduct an assessment of an individual's competency to drive by requesting an assessment from the individual's physician.
- The RMV will accept reports from family members, friends, physicians, or other interested third parties from the community. However, they will not accept anonymous complaints.



Beth Israel Deaconess Hospital DriveWise Program 617-667-4074

- Offers a comprehensive, objective evaluation of the driving performance of individuals of all ages who may have compromised driving skills due to impairments in motor, cognitive, perceptual and/or sensory abilities.
- Evaluation includes a social work assessment, neuropsychological assessment, occupational therapy assessment, on-the-road exam, and follow-up with a social worker during which the program's written recommendations are reviewed.
- Some individuals may simply require educational materials on safe driving or referrals to training programs to improve driving skills.
- If termination of driving is recommended, the program provides information on alternative forms of transportation as well as emotional support around the transition.

DRIVER SAFETY

- ☞ **Brookline Adult and Community Education** **617-730-2700**
- **"Continuing to Drive Past 55" Course** This is not given in every session. Call to see if it is being offered currently.
 - Geared towards individuals over the age of 55 who are still driving but have become nervous behind the wheel and want to rebuild some confidence.
 - Offers four hours of classroom discussion and video and two hours of behind the wheel re-training to help refine existing driving skills and to develop safer, defensive driving techniques on the road.
- ☞ **Newton Wellesley Hospital Drive Safe Program** **617-243-6172**
- Offers an evaluation conducted by an occupational therapist.
 - A physician's prescription for an occupational therapist consultation and a diagnosis is required.
 - Evaluation includes a comprehensive assessment of the visual, perceptual, cognitive, and physical skills necessary for driving as well as knowledge of the rules of the road and driving safety.
 - If the patient demonstrates the prerequisite skills for driving, the occupational therapist will coordinate a behind the wheel assessment that is conducted by a licensed driving instructor.
 - Follow up recommendations are then sent to the referring doctor.
- ☞ **Spaulding Rehabilitation Hospital** **781-843-1145**
Pre-Driving Evaluations
- Offers evaluation conducted by an occupational therapist
 - Evaluation includes use of a driving simulator system with steering wheel, accelerator and break pedals for reaction time testing. Evaluation also includes testing of your depth perception, motor planning and problem solving skills.
 - Must have completed vision testing prior to evaluation.

DRIVER SAFETY

WEBSITE:

- ☞ **American Automobile Association** seniordriving.aaa.com
 - Offers online access to a wealth of interactive material, as well as expert advice and helpful resources.
The free tools on the website include:
 - **AAA Roadside Review** - A computer based screening tool that allows older drivers to measure their functional abilities scientifically linked to crash risk.
 - **Smart Features for Mature Drivers** - A guide to help identify vehicle features that can assist drivers with the visual, physical and mental changes that are frequently encountered as they age.

- ☞ **AARP Driver Safety** www.aarp.org/families/driver_safety/
 - Website provides information on local AARP driver safety education classes, warning signs related to when to limit or stop driving and resources on how to talk with family members about when to limit or stop driving. Member price \$15.95; non member \$19.95.

DURABLE MEDICAL EQUIPMENT

- Durable Medical Equipment (DME) refers to any medical equipment ordered by a physician such as a cane, walker, wheelchair, grab bar, shower seat, or commode.
- DME *may* be covered by your health insurance if you have a "qualifying diagnosis". You *must* speak with your physician to determine whether or not you qualify for coverage on a particular piece of equipment.
- It is preferable for your physician's office to order equipment on your behalf *if possible* because a prescription or a "certificate of medical necessity" (CMN) may be required from your physician.
- Most DME can be purchased privately through a local DME provider, if your physician does not believe that you qualify for coverage under your health insurance.
- A three-in-one commode ("bedside" commode) is the only bathroom equipment covered by Medicare. Other bathroom equipment such as shower seats, grab bars, and hand-held showers are unfortunately not covered under your Medicare benefit, even if they are medically necessary and ordered by a physician.
- Some charitable organizations offer "recycled" or used DME for a small donation/delivery fee. High demand items such as wheelchairs may have a waiting list, but it is a wonderful way to obtain more costly items if you do not qualify under your health insurance.

If you would like more information, please contact:

DME Providers:

- ∞ **AM PM Medical** **617-562-4400**
1577 Commonwealth Ave, Brighton, MA
- ∞ **Bay State Medical Equipment Distributors and Supply** **508-427-5772**
681 N. Main Street, Brockton, MA 02301 www.bsmedonline.com
- ∞ **Belmont Medical Supply** **617-484-3888**
185 Belmont Street, Belmont, MA 02478 www.belmontmedical.com
 - Sells and delivers medical equipment.

DURABLE MEDICAL EQUIPMENT

☞ **Centralized Medical Equipment** 781-297-8316 or 781-619-0261
50 Kerry Place, Norwood, MA 02062 www.centralizedmedicalequipment.com

☞ **Medi-Health Care** 617-278-2900
694 Washington St. Brookline 02446

☞ **Praxair Health Care Services (formerly Medirents)*** 781-902-1800
575 University Ave, Norwood, MA 02062 www.proxair.com

- Specializes in the provision of oxygen, CPAP machines, and nebulizer equipment.

DME-RECYCLED:

☞ **Assistive Technology Exchange in New England**
www.getatstuff.org

- Website designed to facilitate the exchange of medical equipment between individuals. Some individuals offer their items for free, while others ask for a fixed price.

☞ **ALS Association, Massachusetts Chapter**
Equipment Loan Program 781-255-8884
www.als-ma.org

- Equipment is available for loan to individuals with a diagnosis of ALS who have no insurance or limited insurance. Program also accepts donations of certain DME. Please call for additional information.

☞ **Brookline Council on Aging Equipment Loan Fund** 617-730-2753
Contact: Karin Wannamaker

- Accepts donations of smaller, gently used, durable medical equipment such canes, walkers, shower benches, commodes, bed boards, and grabbers for redistribution to individuals in need. Due to space limitations, the program cannot accept all items.

DURABLE MEDICAL EQUIPMENT

Brookline Council on Aging Equipment Loan Fund (cont.)

- **DO NOT** drop items off without checking on whether or not your item can be used.

- **Wheelchair Recycler** **508-460-6328**
Contact: Dave Heim www.wheelchair-recycler.org
 - Repairs and recycles powered wheelchairs and scooters for individuals who may be in need, but may not have adequate insurance coverage or the financial means to obtain one.

HANDICAP VANS AND VEHICLES:

- **Ayers Handicap Conversion Center** **617-328-0102**
440B East Squantum St., N. Quincy www.ayershandicapvans.com
ayershandicap@comcast.net
 - Handicap vehicle conversions (hand controls, accessories)
 - Courtesy evaluations

- **MEDICAL ALERT BRACELETS** **800-432-5378**
www.medicalert.org
 - Bracelet that readily identifies major medical conditions for emergency responders during an emergency. MedicAlert also maintains a confidential health information record that can be accessed by emergency personnel in the event that you are unable to provide medication information, allergies, and other health conditions. Initial year of membership is \$45 and \$45 per year thereafter.

- **ALERT SYSTEMS FOR PEOPLE AT RISK FOR WANDERING:**
 - **HomeSafe (Brookline Community Mental Health Center and Brookline Police Dept. Program)** **617-277-8107**
Contact: Lolita Gonsalves-Alston
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Disclaimer: Inclusion in this guide does not represent a recommendation from the Brookline Council on Aging or the Brookline Senior Center, but is for your assistance in obtaining information and services. We do encourage your feedback (both positive and negative) so we can consistently provide updated information.

DURABLE MEDICAL EQUIPMENT

HomeSafe(cont.)

Individuals wear a **SafteNet Bracelet** which features a transmitter that emits a continuous radio signal. When someone is missing, authorities are alerted and trained search and rescue teams immediately respond to track the radio frequency to locate your loved one. This system is available to anyone who lives, works or attends school in Brookline. Subsidies are available based on income.

- **Senior Alert ID bracelet (Brookline Police)** **617-730-2603**
Offers metal ID bracelets to participants in the event that they become disoriented and are unable to find their way home or provide essential information during a medical emergency.
- **Safe Return** **800-572-1122**
www.alzmass.org or www.medicalert.org

ID bracelet for individuals diagnosed with dementia who wander. An individual's identifying information is registered in Safe Return's central database upon enrollment and the individual is issued an engraved identification bracelet with their name, ID number, and Safe Return's telephone number. If someone (other than a caregiver) calls to report a person found wandering the Safe Return staff contacts caregivers. If a caregiver calls to report a person missing, Safe Return sends a fax alert to local police and hospitals. There is a one-time \$55 enrollment fee and a subsequent annual administration fee of \$35.

MOBILITY SCOOTERS/POWERED WHEELCHAIRS:



The Scooter Store

866-726-8979

www.thescooterstore.com

DURABLE MEDICAL EQUIPMENT

STAIR LIFTS AND RAMPS:

- ☞ **Town of Brookline Health Department** **617-730-2300**
Contact: Lloyd Gellineau
There are 2 sets of ramps 3 feet and 6 feet in length, available for short term loan (3-4 days) for free for Brookline residents.
- ☞ **Healthwise (wheelchairs, walkers, bed, stair lifts, oxygen, ramps)** **508-520-7878**
- ☞ **Stannah Stairlift (stair lifts both straight and curved)** **800-877-8247**
www.stannahstairlifts.com
- ☞ **Stair Lift Headquarters** **1-866-549-8893**
www.stairliftheadquarters.com
Company offers new, rental and pre-owned stair lifts with option of rent, buy or rent-to-own. Lowest prices guaranteed.

ELDER ABUSE

- **Elder abuse** is a widespread, but often underreported problem in the United States today. Elder abuse may involve physical, psychological or sexual abuse, financial exploitation, and intentional or unintentional neglect of an individual over the age of 60.
- Elder abuse and/or neglect can occur in a care facility or in one's own home. The perpetrators may be strangers or care providers; however, most often the perpetrators are family members. Family members may include one's spouse, siblings, adult children or grandchildren.
- While the abuse may simply be the continuation of a long-standing relationship pattern between the elder and the perpetrator, abusive behavior is not acceptable and must be reported to the appropriate agencies.
- Increased dependency related to an illness in an elder is often a precursor for abuse. The resulting high level of caregiver stress can often lead to incidents of abuse.
- **Physical abuse** may involve slapping, hitting, punching, kicking, or forceful restraint of an individual. Indicators of physical abuse may be cuts, bruising, and/or broken bones.
- **Psychological abuse** may involve threatening an individual, denying them access to family and friends, denying them privacy in their home, belittling, shaming and/or embarrassing the individual publicly or privately.
- **Financial exploitation** may involve a caregiver using the senior's funds to make unauthorized purchases for themselves or others, not paying an elderly individual's monthly bills, or not allowing the individual to use his/her own money to make purchases for themselves.
- **Neglect** can be intentional or unintentional on the part of the caregiver. Intentional neglect may involve the purposeful withholding of food, medication, and/or basic care needs. Unintentional neglect is often the result of the caregiver's inability to provide the elder with necessary assistance such as help with toileting.
- Whether the neglect is intentional or unintentional, the resulting consequences put the elder at risk and the neglect must be reported.

ELDER ABUSE

- Often reports of unintentional or “benign” neglect can result in obtaining additional support or respite services for the elder and their caregiver.
- ***Self-neglect*** involves the intentional neglect of self by a competent individual who understands the consequences of their behavior/decisions.

IN AN EMERGENCY SITUATION WHERE THERE IS IMMEDIATE DANGER, CALL 911.

If you suspect that an elder is the victim of elder abuse or neglect, please contact:

- ☞ **Brookline Police Department, Domestic Violence Unit**
Contact: Detective Sgt. Riley **617-730-6465**
- ☞ **Springwell Elder Protective Services** **617-926-4100**
 - Springwell is the designated protective agency for the Brookline area.
 - Reports can be made directly to Springwell Monday-Friday from 8:00am-5pm.
 - When contacting protective services, you must provide your name and detailed information regarding the allegedly abusive situation however your identity will be kept CONFIDENTIAL.
 - Protective services will then assign a caseworker to investigate the allegations of abuse. If a situation is determined to be abusive, the caseworker will work with the victim around what services are available to help eliminate the abuse.
- ☞ **Elder Abuse Hotline** **800-922-2275**
 - Hotline is open 24 HOURS A DAY, 7 DAYS A WEEK to take reports of suspected elder abuse.
 - The hotline will then assign your call to the agency that covers the area in which the alleged abuse is taking place.
- ☞ **Brookline Council on Aging** **617-730-2777**
 - Trained, professional social work staff is available for consultation free of charge for this or any other matter of concern to you.
 - Social work consultations are available Monday-Friday from 8:30am-5pm

ELDER ABUSE

∞ **Long Term Care Ombudsman Program** **781-647-5327**
Contact: Dan Goldberg

- Investigates allegations of *Skilled Nursing Facility* abuse, exploitation, or neglect. The telephone number is active 9am-5pm weekdays; the website is available at all times, and lists ombudsmen for different areas. However, immediate assistance may not be available.

Community and Healthcare Based Domestic Violence Programs:

The following programs can provide information and resources on domestic violence as well as assistance around keeping yourself safe.

∞ **Asian Task Force Against Domestic Violence Hotline** **617-338-2355**

- Languages: Cambodian, Hindi, South Asian, Mandarin, Vietnamese, Korean
- Also runs a shelter.

www.atask.org

∞ **The Brookline Community Mental Health Center** **617-277-8107**
www.brooklinecenter.org

- Provides crisis intervention and psychotherapy for victims of domestic violence.

∞ **Beth Israel Hospital Center for Violence Prevention and Recovery** **617-667-8141**
www.bidmc.org

- Provides free services for victims of domestic violence, sexual assault, childhood abuse, community violence, any type of crime.

∞ **Brigham and Women's Hospital Passageway** **617-732-8753**
www.brighamandwomens.org/departments_and_services.aspx

∞ **Casa Myrna 24-hour Safe Link Hotline** **877-785-2020**
www.casamyrna.org

- Provides referrals to shelters and other community resources.
- Geared towards assisting domestic violence survivors.

∞ **Faulkner Hospital** **617-983-7854**

- Passage way for domestic violence.

ELDER ABUSE

- ☞ **Gay Men's Domestic Violence Program** **800-832-1901**
www.gmdvp.org
 - 3 bed emergency safe house, attorney for direct representation in court, works with any victim of domestic violence.
- ☞ **Jane Doe, INC** **617-248-0922**
 - Men's initiative program for preventing violence against women
www.janedoe.org
- ☞ **Kol Isha Domestic Violence Support Services** **781-647-5327**
Jewish Family and Children's Services www.jfcsboston.org
 - Programs provide counseling and support. Russian speaking services are available
- ☞ **REACH Beyond Domestic Violence Hotline** **800-899-4000**
www.reachma.org
- ☞ **The Second Step** **617-965-2538**
 - Provides emergency shelter and transition. www.secondstep.org
 - Carole Thompson, Community Program Director

EMERGENCY PREPAREDNESS

- ☞ Emergency preparedness generally refers to being prepared to survive after a disaster has occurred.
- ☞ It is easy to assume in today's climate that emergency preparedness refers to surviving a terrorist attack. However, there are many other events that may require basic preparedness. Hurricanes, blizzards, or public health alerts are just some examples of situations that may require you and your family to be better prepared.
- ☞ Many cities and towns within Massachusetts now have emergency preparedness coordinators who work with hospitals, police and fire departments, other community agencies and the general public to assure that there is a comprehensive plan in place in the event of an emergency.
- ☞ Federal, state, and local agencies have produced lots of written materials to educate the public around how to prepare for an emergency and it is important to familiarize yourself with some of this basic information. **Please remember, however, that these agencies have to consider the worst case scenarios while doing their planning so try not to become alarmed or overwhelmed by the content.**
- ☞ The two major recommendations are that individuals/families should prepare a FAMILY DISASTER PLAN and a DISASTER SUPPLY KIT.
- ☞ A basic FAMILY DISASTER PLAN should include:
 - how family members can stay in contact with one another if separated by an emergency/disaster
 - an out-of-state friend/family member who can act as a contact person for family members in the event that emergency is localized and family members are unable to reach one another directly
 - a meeting place for family members if you cannot return to your home
 - response strategies to the dangers of different emergency situations
 - knowledge of emergency preparedness plans for your children's schools and your workplace

EMERGENCY PREPAREDNESS

- ☞ A basic DISASTER SUPPLY KIT should include:
 - A three day supply of water (one gallon per person, per day)
 - A three day supply of nonperishable food (canned or dry goods that do not require cooking or refrigeration)
 - A manual can opener
 - Battery powered radio/TV and extra batteries
 - Flashlight and extra batteries
 - Matches in a waterproof container
 - First aid kit
 - Cash and coins
 - Important documents (identification, birth certificates, etc. in a waterproof container)
 - Extra clothing (appropriate for the climate in which you live)
 - Personal hygiene items (moist towelettes and garbage bags)
 - Other items such as prescription medication (if possible), eyeglasses, hearing aid batteries
- ☞ While the disaster supply kit items listed here are not exhaustive, they provide a basic idea of items you will most need in an emergency.
- ☞ Remember to check expiration dates on stored items every six month to assure that your supply is usable.

If you would like additional information, please contact the following:

- ☞ **Brookline Health Department** **617-730-2656**
Division of Emergency Preparedness **Contact: Dawn Sibor**
www.townofbrooklinemass.com/emt/
Works with federal and state agencies to coordinate emergency preparedness plans for the Town of Brookline. Educational materials on how to prepare for emergency situations are available to the public.

WEBSITES

These websites may provide additional information about being prepared in case of an emergency:

- ☞ **American Red Cross** www.redcross.org
- ☞ **Federal Emergency Management Agency** www.fema.gov
- ☞ **US Department of Homeland Security** www.ready.gov/america

ERRANDS

Boston University Quickie Job Service

617-353-2890

- ☞ Boston University students offer assistance with short-term household jobs such as errands, housecleaning, yard work, and various odd jobs.
- ☞ Cost for service is generally negotiated with students in advance although they do require that the rate meets or exceeds the current Massachusetts minimum wage rate of \$8.00/hour.
- ☞ All payments are made directly to the student worker and payment is expected immediately upon completion of the job. Cash payment is preferred.

Chestnut Hill Errands and More/ Chestnut Hill Ride

617-874-0487

www.chestnuthillride.org

- ☞ Provides transportation for medical appointments, shopping, general needs; as well as some errand service.
- ☞ Rates are \$30/hour. Rates are discounted to \$25/hour for Brookline Seniors who mention they are participants of the Brookline Senior Center.

H.E.L.P. Program (Home and Escort Linkage Program)

617-730-2752

- ☞ Services offered include light housekeeping, heavy chore, laundry, grocery shopping, errands, light cooking, companionship, escort, and odd jobs.
- ☞ **HELP workers do not provide personal care (i.e., hands on care).**
- ☞ Clients must be age 60 or older and residents of Brookline.
- ☞ All services are private pay and costs range from \$12-\$14 per hour.
- ☞ There is a two-hour minimum required for services.
- ☞ You must sign up with the program, which requires a home visit, before being able to use the service.

FINANCES

EMERGENCY FINANCIAL ASSISTANCE:

☞ The Brookline Safety Net

617-277-8107

Contact: Marty Wisler or Wendy Northrop

www.brooklinecenter.org/emergency_food

- Brookline Community Foundation fund that provides temporary emergency assistance to Brookline residents in times of financial crisis and unexpected need.
- Program may be able to offer limited financial assistance such as food vouchers, help with rent or fuel bills, and with extraordinary expenses such as moving costs.
- Individuals can be referred by an agency or organization that can assess one's needs such as a religious, educational or social service organization.

☞ Edith Stewart Chase Foundation

508-422-0109

www.edithstewartchasefoundation.org

- Offers emergency financial assistance to members of the Retired Educators Association of Massachusetts (REAM, formerly MRTA) who are confronting an economic crisis.
- Foundation may be able to offer limited financial assistance with housing, home repair or fuel costs, medical or dental expenses, or other personal financial needs.
- Please contact the Foundation directly for an application.

☞ SWAN Society in Boston, Inc.

617-536-7951

Contact: Jaqueline Husid, LICSW

www.swansocietyboston.org

- Offers one-time emergency grants to elderly single women (age 65 or older) living within a twenty-five mile radius of Boston.
- Organization may be able to offer limited financial assistance with rental payments, home repairs, utility expenses, medical expenses, or other one-time specific needs.
- Individuals must be referred by a professional agency or organization and an application is required.

FINANCES

FOOD RESOURCES (see page 65)

FUEL ASSISTANCE (see page 77)

INCOME TAX PREPARATION

- Many organizations offer free income tax assistance to seniors beginning in February or March of each year.
- There may be some limitations around the types of schedules and forms that volunteers are able to prepare. If you have a fairly complex return, please be sure to call ahead and confirm that your return is appropriate.

If you would like additional information, please contact:



Brookline Council on Aging

617-730-2777

- **AARP trained volunteers** offer free tax preparation assistance to seniors annually at the Brookline Senior Center from February 1 - April 15. Appointments are required.



CEOC VITA

617-868-2900

11 Inman St, Cambridge, MA

- Provides free tax preparation for low income individuals, the elderly, and persons with disabilities.



AARP

888-227-7669

Tax-Aide Program

www.aarp.org/money/taxaide

- Contact AARP directly to locate sites outside the Brookline area that offer tax preparation assistance. In home assistance *may* be available to certain homebound individuals who are unable to travel to an identified site.

FINANCES

INCOME TAX PREPARATION (cont.)

- ☞ **Bentley Low Income Taxpayer Clinic** **781-891-2083**
Bentley University
175 Forest St. Waltham www.bentley.edu/service-learning/blitc
- Provides free tax assistance around past tax issues. The Clinic does not provide assistance with filing current year returns. The Clinic Services are provided by experienced Bentley College tax faculty and Bentley graduate students to low-income individuals who meet income eligibility guidelines.
- ☞ **Bentley Volunteer Income Tax Assistance (VITA)** **781-891-2714**
ga_VITA@bentley.edu
- Provides free IRS sponsored tax preparation assistance to residents of Waltham and the surrounding communities including Brookline. VITA services are provided by Bentley graduate and undergraduate students who have passed the IRS VITA certification exam.
- ☞ **Community Tax Aid of Boston** www.ctaboston.org
- Provides free tax preparation assistance to low-income individuals who meet income eligibility guidelines. Services are provided in conjunction with Northeastern University's College of Business Administration.

OTHER HELPFUL NUMBERS:

- ☞ **FEDERAL Tax Information Line:** **800-829-1040**
- ☞ **STATE Tax Information Line:** **800-392-6089**

FINANCES

MONEY MANAGEMENT PROGRAMS

- Financial tasks such as writing checks, balancing a checkbook, or going to the bank may become more difficult for individuals to manage as they age.
- Money Management programs are available to seniors who require assistance with these kinds of tasks often due to health related changes in vision, memory, and/or ambulation.
- Trained, insured volunteers generally provide services under the supervision of a program employee.
- Free assistance is often available to low or moderate-income individuals. However, you may have to meet certain income guidelines to qualify.
- Many elder law attorneys, private geriatric care managers or certified financial planners will also provide this service **for a fee**.

If you would like additional information regarding **Money Management** services, please contact:



SPRINGWELL

617-926-4100

www.springwell.com/money

Money Management Program

Coordinator: Kathy Barrett

- Offers **BILL PAYER SERVICE** through which volunteers assist elders in developing monthly budgets, monitoring income and expenses, balancing checkbooks and paying bills. Elders always retain their check signing authority through the bill payer services.
- Also offers **REPRESENTATIVE PAYEE SERVICE** through which volunteers are appointed by the Social Security Administration for persons who are unable to manage their government check. These volunteers have legal authority to sign checks.



Hale Barnard Bill Payer Program

617-536-3726

www.halebarnard.org/billpayer.html

- Offers **REPRESENTATIVE PAYEE SERVICE** through which volunteers are appointed by the Social Security Administration for persons who are unable to manage their government check. Also has a budget management program for seniors.

FINANCES



Sally Dubrow

Chestnut Hill, MA

617-527-4477

- Provides daily money management services such as paperwork organization and check writing.

There is a Certified Financial Planner Board of Standards whose website has information on choosing a planner, services provided, etc. If you would like additional information regarding **Private, Fee for Service Financial Planning**, please contact:



Christy Bean Leamy, Certified Financial Planner

617-964-6700

58 Walnut Street, Newtonville, MA



Coughlin, Sheff & Associates, P.C

978-263-3777

Personal Affairs Assistance

Contact: Lauren Collins

125 Nagog Park, Acton, MA 01720



Mario Rathle

617-489-0399

566 School Street, Belmont, MA



Sean P. Hogan Financial Advisor (Edward Jones Investments)

216 Washington St. Brookline Village, MA 02445

617-738-0008

www.edwardjones.com

- A 'hybrid' - some fee for service planning, some commission based. Indicates that it does full disclosure on commission based plans.



Patricia Morris, Esq. Certified Financial Planner

617-332-0053

831 Beacon, Suite 329 Newton, MA 02459





UTILITY DISCOUNTS (see page 188)

FINANCES

BANKS:

18-65 Bank Accounts are free savings and checking accounts available to any person 65 years of age or older or 18 years of age or younger at a Massachusetts state-chartered savings bank, co-operative bank or trust company without having to pay a service fee, maintenance fee and with no minimum balance required. Find a full listing of all the state-chartered banks and their locations on the website: www.mass.gov/dob . For additional assistance you may also contact the **Massachusetts Division of Banks Consumer Assistance Unit 617-956-1501**.

Local Banks: Be sure to ask if they require a minimum balance and what the fees and service charges are for the type of account you wish to open.

-  **Brookline Bank** **877-668-2265**
160 Washington St., Brookline, MA 02445 www.BrooklineBank.com
(Main Branch)
-  **Brookline Municipal Credit Union** **617-232-9410**
334 Washington St., Brookline, MA 02447 Fax. 617-232-1462
www.brooklinecu.com
-  **Bank of Canton** **617-739-9500**
166 Harvard St. Brookline MA 02446 www.thebankofcanton.com
Provides the 18-65 accounts.
-  **Peoples Federal Savings Bank** **617-254-0707**
264 Washington St., Brookline, MA 02445 www.pfsb.com

FITNESS

- Exercise is an important dimension of our health at any age. Regular exercise can increase strength, improve mobility, cardiovascular health, and balance, decrease isolation and improve one's mood.
- Unfortunately the word exercise often conjures up notions of strenuous activity and a "no pain, no gain" mentality.
- The truth is that exercise must be tailored to the individual in order to be effective. For example, a homebound senior with mobility problems may benefit from 15 minutes of gentle chair exercises a day, while a more active senior may need to incorporate some weight lifting exercises into their weekly routine to maintain strength.
- Remember WALKING continues to be one of the best forms of exercise and it costs NOTHING!
- Regardless of the type of exercise in which you plan to engage, it is **ABSOLUTELY IMPERATIVE** that you consult with your physician first to address any potential health risks.

For more information, please contact:



Brookline Adult and Community Education Program 617-730-2700

- Offers a variety of exercise and strength training classes for older adults throughout the year. Many of the BACEP classes are held at the Brookline Senior Center for added convenience. Class offerings include Senior Stretch, Strength Training for Seniors, Yoga for Older Adults, and Tai Chi Chuan. Please contact BACEP directly to request a catalog with a more comprehensive listing or to register for a class.



Brookline Recreation Department 617-730-2082

- Offers a variety of activities including swimming, aquatic exercise, tennis, and golf for individuals of all ages.

FITNESS

- ☞ **Brookline Senior Center** 617-730-2770
- Offers a variety of activities including gentle chair exercises, line dancing, and a walking group called the Senior Solemates. The Senior Center also offers a bowling group for seniors in collaboration with the Brookline Recreation Department.
- ☞ **Fitness Center at the Brookline Senior Center** 617-730-2741
Contact: Sharon Devine, Fitness Coordinator
- Program utilizes Nautilus equipment especially selected for seniors to improve strength, balance, flexibility, and mobility. The fitness coordinator will design an individual fitness program to meet your needs and abilities. The cost is \$35 for a pre-program assessment and a \$35 monthly membership fee.
- ☞ **Friendship Works Strong for Life Program** 617-482-1510
105 Chauncy St. Boston, MA www.fw4elders.org
- Trained volunteers assist frail and disabled elders weekly with learning and performing exercises in the elder's home.
- ☞ **Top of the Hill Gang Ski and Sports Club** www.tohg.org
- Club was created in 1987 for energetic individuals "over 50 years young" who enjoy the camaraderie of year-round activities. Activities may include bicycling, skiing, hiking, golfing, and other social gatherings for members. A membership application is available on their website.

PLEASE NOTE: Many private health clubs also offer special discounted rates for seniors so please be sure to inquire directly for more information.

FOOD RESOURCES

CONGREGATE MEAL SITE

☞ **Springwell Lunch at the Brookline Senior Center** **617-730-2770**

- Congregate meal sites offer centralized locations that allow seniors to enjoy a hot, nutritious meal and an opportunity to socialize with others.
- Springwell provides the meal service at the Brookline Senior Center (93 Winchester Street) Monday-Friday at 12:00pm
- It is recommended that you register one business day in advance before 11 am to reserve a space for the next day. For a Mon. reservation call on Fri. before 11 am.
- A donation of \$1.75 is requested
- A monthly menu is available in the *Town of Brookline Senior News and Events* (formerly the Senior Calendar).

If you would like to reserve a lunch, please contact the Brookline Senior Center at 617-730-2770.

☞ **Leventhal-Sidman Jewish Community Center** **617-558-6596** 333 Nahanton Street, Newton, MA www.lsjcc.org

- Offers a hot, Kosher lunch on Monday, Tuesday, and Thursdays at 12pm at the Deli at Chestnut Park (50 Sutherland Road, Brighton). There is a suggested donation of \$2.50 per meal.
- You must call a day in advance before 12pm to reserve a lunch on these days.
- Hosts Oneg Shabbat programs every Friday from 11am-2pm at 1550 Beacon Street. Program consists of a traditional Shabbat meal, a lecture, or discussion and entertainment. There is a suggested donation of \$4.00 for meal and entertainment.
- You must call by Wednesday before 12pm to reserve a place for the Friday Oneg Shabbat program.
- Free shuttle service to lunch is available for JCC members only. Please call 617-558-6596 for more information.

FOOD RESOURCES

☞ HOME DELIVERED MEALS/"Meals on Wheels" 617-926-4100

- Springwell can provide home delivered meals to seniors over the age of 60, who are homebound and unable to prepare their own meals
- Meals are available to seniors Monday-Friday and they are generally delivered around noontime
- Frozen meals for nights and weekends may be available to seniors with extenuating circumstances
- Certain dietary restrictions can be accommodated. Please notify Springwell if your doctor has prescribed a special diet for you.

If you are interested in receiving home delivered meals, please contact Springwell directly at 617-926-4100.

☞ FOOD STAMPS www.gettingfoodstamps.org

PLEASE NOTE: THERE HAVE BEEN MANY CHANGES TO THE FOOD STAMPS PROGRAM IN THE PAST YEAR TO IMPROVE ACCESS AND ELIGIBILITY SO BE SURE TO READ THE FOLLOWING INFORMATION CAREFULLY TO SEE IF YOU CAN BENEFIT FROM FOOD STAMPS.

- Food stamp benefits provide you with monthly funds to buy nutritious, healthy food for your household.
- Unlike many other assistance programs, there is no true income guideline for the food stamps program.
- The amount of food stamps you receive is *not* based *solely* on your monthly household income. The guidelines also take your monthly housing costs, utility costs, and medical costs into consideration.
- As of June 2008, the **ASSET TEST HAS BEEN ELIMINATED** for most Massachusetts elderly and disabled applicants who meet certain income guidelines (gross monthly *household income* of less than 200% of the federal poverty guideline). This means that the Department of

FOOD RESOURCES

Transitional Assistance (DTA) will not consider the amount of money you have in the bank, your car, your retirement accounts, your home or other assets when assessing your eligibility.

- The definition of a "household" for food stamps purposes is individuals who buy and prepare food together. Spouses who live together are automatically considered a "household". However, elderly siblings who live together but may buy and prepare food separately could each apply for their own food stamps benefits.
- Please note that a new, simplified two page application for elderly individuals (age 60 and older) is now available.
- You can apply for food stamp benefits in person or via mail. You will be asked to provide proof of income, housing and utility costs, and medical expenses.
- If you have access to a computer, you can determine your eligibility and print out an application from the website.
- If approved, you will receive an Electronic Benefits Transfer (EBT) card that looks like a credit card. When you reach the check-out aisle in the supermarket, you simply slide your card through the credit card machine, enter your Personal Identification Number (PIN) and your monthly food stamp benefit amount is deducted from the final cost of your bill.
- Most elderly and disabled individuals with fixed incomes will now only have to reapply for benefits every 24 months.
- **H/EAT Program:** special food stamps program that automatically qualifies food stamp households for a \$1 fuel assistance "benefit" if they are not already receiving the highest utility deduction. Generally this would apply to elderly or disabled applicants whose heating costs are included in the cost of their rent. If you qualify, DTA will automatically enroll you in this program and give you the higher utility deduction. This should result in a significantly higher monthly food stamps benefit.

If you would like to apply for food stamps, please contact:

NEEDS Program

Brookline Senior Center

617-730-2777

FOOD RESOURCES

☞ **Department of Transitional Assistance (DTA)** 617-989-2200
1010 Massachusetts Avenue [www.mass.gov/transitional assistance](http://www.mass.gov/transitionalassistance)
Boston, MA 02118

☞ **WOMEN, INFANT, and CHILDREN Program (WIC)** 800-942-1007
www.fns.usda/gov/wic

- Supplemental nutrition program for low-income women with children under the age of five. **Grandparents that have custody of their grandchildren under the age of five may also be eligible.**
- There is an income guideline and proof of income is required.
- Program provides individuals with checks/coupons for foods such as dairy products, cereals, fruits and vegetables. A list of approved foods is provided to participants (Or call 617-624-6100).

FOOD DELIVERY SERVICES

☞ **Francis Food Mart** 617-484-0146

- There is a \$35.00 minimum order & a \$10 delivery charge. No delivery charge on orders over \$100.
- Open 8:00 am - 9:00 pm
- No delivery on Saturday or Sunday
- Order between 8am-12pm for same day delivery
- Orders over \$100 have no delivery charge.
-

☞ **H.E.L.P. Program (Home and Escort Linkage Program)** 617-730-2752
www.townofbrooklinemass.com/coa/help

- Services offered include grocery shopping
- Clients must be age 60 or older and residents of Brookline.
- All services are private pay and costs range from \$12-\$14 per hour.
- There is a two-hour minimum required for services.

FOOD RESOURCES

H.E.L.P (cont.)

- You must sign up with the program, which requires an assessment home visit, before being able to use the service.



H.P. Hood and Sons Home Delivery

888-645-5663

www.hoodhomedelivery.com

- No delivery charge. Minimum charge may vary by customer.
- A customer account is established upon your first phone call
- Delivery day will be established with the delivery driver's first phone call and is based on where you live in Brookline
- Call to request a catalogue of items available. Offer most food items, but less selection for paper goods/cleaning items.



Kurkman's Market

617-277-6500

- \$10.00 delivery charge
- Mon, Tues, Thurs, Fri: Call a day before **OR** before 11:00 am on the day needed. NO delivery on Wednesday, Saturday or Sunday.
- Cash, check or credit card accepted



Peapod

1-800-573-2763

www.peapod.com

- **Online** Stop and Shop grocery delivery program. You **must** have access to the Internet in order to utilize this grocery service.
- Orders **must** be placed online and you can "browse" the aisles before you make your selections.
- There is a \$60 minimum order & a \$6.95-\$9.95 delivery charge dependent upon total cost of your order.
- For next morning delivery, order by 3 pm. For next afternoon or evening delivery, order by 11:59 pm.
- Due to the escalating cost of gasoline, a temporary fuel surcharge may be added to your delivery cost. Surcharge is dependent upon current

FOOD RESOURCES

Peapod (cont.)

price of gasoline and will be applied based on a predetermined fee schedule. There are sometimes promotions that give discounts on a first order.

- Placing an order requires that a credit card be on file. Payment online can be done by putting in checking account and routing numbers.
- Hours: Tues & Wed: 6 am-10 pm, Thurs: 4 pm-10 pm, Fri: 6 am-10 pm, Sat: 6 am-2 pm.



SHOP Program (Brookline Council on Aging)

617-730-2777

- Program matches Brookline High School students with Brookline Elders. Students provide a free shopping service for elders on weekends only. Available during the school calendar year only.



Springwell Shopping Assistants

617-926-4100

- Volunteer shopping assistants are available to Brookline residents 60 and older. Volunteers are arranged through the Springwell Volunteer Coordinator. They cannot handle use your ATM or debit card. They cannot buy alcohol for you, accept payment for their help or manage your money.



Stop and Shop

617-566-4771

- \$8.00 delivery charge
- MUST come to the store to shop for items
- Deliveries in all of Brookline
- Mon - Sat: 10:00 am - 6:45 pm, Sunday: 12:00 pm - 4:45 pm



Suburban Shopping Service

617-277-7523

- You must be a **Springwell client** (see page 177) to access this service
- There is no charge or minimum for this service
- Brookline delivery days include: Wednesday or Friday

FOOD RESOURCES

FOOD PANTRIES

☞ **The Brookline Emergency Food Pantry at St. Paul's 617-566-4953**

Individuals must provide letter from a social service provider or agency stating that they are a Brookline resident and are in need of food assistance. Food pantry is open Tuesdays and Thursdays from 10am-2pm and on Saturdays from 1-4pm/Wednesdays from 3-6pm. (No summer Wednesdays)

Please note: the Brookline Senior Center also acts as a donation site for St. Paul's Food Pantry. Donations of non-perishable items and canned goods are accepted during regular Senior Center hours. Toiletry items such as bar soap, toothpaste, toothbrushes, shampoo and deodorant are always in need as these items can not be purchased with food stamps.

☞ **Brookline Senior Center Food Distribution Program 617-730-2770**

93 Winchester Street
Brookline, MA 02446

Food distribution (produce and baked goods) takes place at the Senior Center on Tuesdays 1pm-3:30pm (the hours are approximate). Numbers are distributed in the first floor coffee lounge, on a first come first serve basis. Participants go to the food distribution area after their number is called. There are no income guidelines for this program.

☞ **Centre Street Food Pantry 617-340-9554**

11 Homer Street Newton Center, MA www.centrestfoodpantry.org

Serves residents of Newton, Brookline, Needham, Allston/Brighton, Waltham, Watertown and Wellesley who meet USDA guidelines or receive other assistance. An application, which is available on the website or at the pantry, needs to be filled out and signed by your City or Town Health and Human Services, Social Worker or Clergy Person and brought to the food pantry.

Hours are: Tues. 4pm-7pm and the first Sat. of the month 11am-2pm.

FOOD RESOURCES



Family Table Kosher Food Pantry
Jewish Family and Children's Services

781-647-5327

www.jfcs/familytable

Available to Jewish individuals/families who meet certain financial guidelines (an application is required). Food is generally distributed once a month.



Greater Boston Food Bank

1-800-645-8333

70 South Bay Avenue Boston MA 02118

617-427-5200

www.gbfb.org

GBFB is an umbrella organization which can provide information on food resources in most metropolitan Boston cities and towns. Note: most food pantries require verification of income and need.

FRAUD

- Scams come in many shapes and forms and there are far too many variations to enumerate here. You might receive a fraudulent offer via telephone, mail, fax, email, or in person. Fraudulent offers may come from phony charities, lotteries/sweepstakes, mail order companies, or phony health insurance or life insurance plans.
- One of the most important things you can remember to protect yourself from being scammed is **"IF IT SOUNDS TOO GOOD TO BE TRUE, IT PROBABLY IS."**
- Individuals who perpetrate fraud are *VERY GOOD* at what they do. Scam artists are generally very nice and may not pressure you to "give them money" during your first encounter with them. Very often they will attempt to establish a "relationship" with you by engaging you in pleasant conversation about your personal life because they understand that "you catch more flies with honey than with vinegar."
- If you feel you have been scammed, **REPORT IT!** Many people feel ashamed to call the police, but it is important to alert police if a crime has taken place. At the very least you may be able to prevent another person from being a victim.
- Here are some general rules of thumb that will help to protect you against many scams:
 - ✓ **TRUST YOUR INSTINCTS.** If something doesn't feel right, it probably isn't.
 - ✓ **DO NOT** give out personal information about yourself including your social security number, your credit card number or bank account number unless **YOU** initiated the contact and you are familiar with the business.
 - ✓ **DO NOT** send money to anyone who promises you money or a "prize" in return. Another red flag is that scam artists often ask for money to be sent immediately via wire transfer, or via UPS or FedEx to cover the cost of so-called "taxes."
 - ✓ If saying **NO** directly is too difficult for you, tell solicitors that you have to consult with your family or your "attorney" prior to making any financial decisions. Even if this is not true, it may scare off someone with a hidden agenda. Unscrupulous individuals will not want you to consult with anyone else for fear of being exposed.

FRAUD

- ✓ **REMEMBER:** A legitimate business or organization should NEVER try to force a financial decision on you and should respect your right to decline any offer.

If you feel that you are being solicited by an unscrupulous individual or organization, please contact:

- ☞ **Attorney General's Elder Hotline** 888-243-5337
www.mass.gov/attorneygeneral/elderhotline
 - Staffed by volunteers who provide information and dispute resolution around a variety of topics including: consumer complaints, debt collection practices, long term care and life insurance policies, health insurance, home improvement, and telemarketing.
 - For Health Care: 617-727-1641. For insurance policies other than health insurance: 617-727-2200 x 5352
- ☞ **Brookline Council on Aging** 617-730-2777
 - Trained, professional social work staff is available for consultation free of charge for this or any other matter of concern to you. Social work consultations are available Monday-Friday from 8:30am-5pm.
- ☞ **Brookline Police Department** 617-730-2222
 - To report that a crime has been committed.
- ☞ **Community Dispute Settlement Center, Inc.** 617-876-5376
60 Gore Street, Suite 202, Cambridge, MA www.communitydispute.org
 - Professionally trained mediators provide an alternative way to resolve conflicts. Mediators can provide assistance around issues involving family conflicts related to elder care, housing and neighborhood conflicts, workplace conflicts, divorce/separation, and consumer/commercial disputes. Services are confidential and cost is based on individual's income.
- ☞ **Metropolitan Mediation Services** 617-241-0300
Consumer Mediation Program Contact: Josh Jacks
www.metromediation.org
 - Provides free professional mediation services around consumer-related disputes. Referrals for assistance are accepted from consumers, merchants, courts, or other community agencies.

FRAUD



Newton-Brookline Consumer Office

617-796-1292

consumer@newtonma.gov

- Provides professional mediation services via telephone to consumers who have a dispute with a Massachusetts business. All services are confidential and free of charge. Office works in cooperation with the Massachusetts Attorney General's Office.



Elder Abuse Hotline

800-922-2275

TDD/TTY 800-872-0166

- Hotline is open 24 HOURS A DAY, 7 DAYS A WEEK to take reports of suspected physical or psychological abuse, financial exploitation, or neglect of an elder.
- The hotline will then assign your call to the agency that covers the area in which the alleged abuse is taking place.



Springwell Elder Protective Services

617-926-4100

www.springwell.com

- Springwell is the designated agency that investigates reports of suspected physical or psychological abuse, financial exploitation or neglect of a Brookline elder.
- Reports can be made directly to Springwell Monday-Friday from 8:00am-5pm.
- When contacting protective services, you must provide your name and detailed information regarding the allegedly abusive situation. However, your identity will be kept CONFIDENTIAL.
- Protective services will then assign a caseworker to investigate the allegations of abuse. If a situation is determined to be abusive, the caseworker will work with the victim around what services are available to help eliminate the abuse.



Long Term Care Ombudsman Program

781-647-5327

Contact: Dan Goldberg

- Investigates allegations of *Skilled Nursing Facility* abuse, exploitation or neglect in the Brookline area (Norfolk County).

FRAUD



1-800-age-info

1-800-243-4636

www.ltcombudsman.org/ombudsman

- Investigate allegations of *Skilled Nursing Facility* abuse, exploitation or neglect. The telephone number and the website can be used to locate the long term care ombudsman covering the different areas of the country. The phone number is active 9am-5pm weekdays; the website is available at all times. However, immediate assistance may not be available.

FUEL ASSISTANCE

Massachusetts Fuel Assistance Program



Low Income Home Energy Assistance Program (LHEAP)

- Financial assistance is available to low-income households to help cover a portion of your winter heating bills.
- Assistance payments are available from November 1 - April 30.
- Amount of financial assistance received is dependent upon your household income (before taxes or other deductions). Call for current income eligibility guidelines.
- A lump sum payment is sent directly to your heating company (oil, gas, electric company, etc.) once your application has been approved.
- A new application must be submitted annually. If you have been approved for assistance the previous year, a renewal application will automatically be mailed to your home.
- To apply, you will need the following:
 - Identification (please call for a list of acceptable forms of identification)
 - A Social Security number for all residents age 18 or older
 - A copy of your most recent primary heating bill (oil, electric, gas)
 - Proof of income for all household members (i.e., Social Security award letters, copies of pension checks, rental income, bank statements, etc.)
- Brookline residents may apply in person at:

Brookline Council on Aging

617-730-2777

93 Winchester St. Brookline, MA

Appointments are necessary.

Action for Boston Community Development (ABCD)

617-357-6000

178 Tremont St, Boston, MA 02111

www.bostonabcd.org

If you do not qualify for fuel assistance through LHEAP, you may be eligible for more limited discounts on fuel through these agencies:



Good Neighbor Energy Fund

800-334-3047

www.magoodneighbor.org

- Managed by the Salvation Army to assist any Massachusetts resident, who is *temporarily* unable to afford heating costs due to recent financial hardship *and* is not eligible/over income for state and federal fuel assistance programs.

FUEL ASSISTANCE

Good Neighbor Energy Fund (cont.)

- Applicants must meet program income guidelines to qualify for assistance. Call for current income guidelines.



Citizens Energy Heat Assistance Program

www.citizensenergy.com

OIL: Citizens Energy Oil Heat Program

877-563-4645

GAS: Citizens Energy Distringas Heat Assistance Program

866-427-9918

Main Number:

617-338-6300

- Eligible individuals will receive either a one-time, reduced cost oil delivery per heating season, a one time, \$150 utility bill credit per heating season for those who heat with natural gas, or 100 gallons of oil.
- There are no strict income guidelines. You will be asked to complete an application regarding your current hardship and inability to afford fuel. A determination will be made at that time. A copy of your gas/utility bill is also required.
- You must also meet the following criteria:
 - ✓ You are a resident of Massachusetts
 - ✓ You heat with oil or natural gas
 - ✓ You are not eligible for or have exhausted your fuel assistance benefit for the year, you still may be eligible for 100 gallons of fuel



Massachusetts Energy Consumers Alliance

617-524-3950

www.massenergy.com

- Mass Energy offers a Heating Oil Program through which you can save 10 to 30 cents/gallon on your heating oil.
- Mass Energy works with a number of oil dealers and negotiates the retail mark up on the price of oil daily
- You must be a member of Mass Energy to receive discounted prices.
- Annual membership dues are currently \$10 if you are retired and/or on a fixed income. If you are eligible for fuel assistance, membership is free.
- Mass Energy also has a limited Oil Bank to help low-income members who are without heat. Call for more detailed information.

ABCD ENERGY CONSERVATION PROGRAMS

617-357-6012

HEARTWAP/Weatherization Program

- Provides heating system repair and replacement services to

FUEL ASSISTANCE

ABCD HEATWRAP/Weatherization (cont.)

low-income households for greater efficiency.

- Provides weatherization for greater fuel efficiency.
- You must meet fuel assistance (LHEAP) income guidelines to be eligible.

GREEN HOMES BROOKLINE or Next Steps Living **866-867-8729**
www.greenhomesbrookline.org

Connects Brookline homeowners with available rebates and programs to make their homes more energy efficient. They offer a free energy assessment regardless of the homeowner's income. There are income guidelines to qualify for their other services.

EMERGENCY FUNDS (see page 57 under Finances)

UTILITY DISCOUNTS (see page 188)

FUNERAL PLANNING

- Planning a funeral for yourself or for someone else you love can be an emotionally overwhelming and confusing experience. It can also be financially draining.
- Our culture is not one that embraces the process of death and dying. As a result we are not encouraged to plan appropriately in advance for this reality of life as we are around other milestones, such as the birth of a child or retirement.
- Making arrangements in advance (also called pre-need planning) can be *invaluable*, if possible.
- The first step in the planning process is to think about what kind of funeral or memorial services you would like to have (if any). Many individuals also choose to donate their body to science as an alternative to more traditional services and burial.
- Religious and/or cultural traditions or values may play a role in the decisions you ultimately make. Religious officials are a good resource and can generally provide counseling around religious traditions as well as support around other more spiritual end of life issues.
- Once you have formulated an idea of what you would like, the next most important thing is to share that vision with close family members or friends since they may be the ones carrying out your wishes. You may also want to ask certain individuals to be involved in the service at this time.
- You may find that it is easier to address this subject in a more matter of fact, practical style or it may be an opportunity for you to have some more emotionally honest conversations with loved ones. Regardless of your approach, it is a critical component of the planning.
- If you find that talking with family and friends is just not possible, the next best option is to put your wishes in writing. While this may not be legally binding unless it is in the form of a will, it will at least give family members and friends a better picture of how you would like things to be handled.

FUNERAL PLANNING

- If you decide that you would like a funeral or memorial service, the next component to consider is obviously finances. Many people have life insurance that will contribute to the overall cost, but it is also important to note that Social Security, Masshealth, and the Veteran's Administration offer small death or funeral benefits to eligible members.
- As with any other major life purchase you would make, it is wise to "shop around" to assure that you have found the best prices for the best services. This may involve contacting and/or meeting with a few local funeral home representative to discuss your wishes. As in any industry, there will be dishonest individuals who try to take advantage of someone in a vulnerable state. You must rely on your instincts and be sure to question all statements that include "should" or "require." There are many online resources available today that can confirm what is "required" based on the state in which you live.
- As a measure of consumer protection, the Federal Trade Commission requires that funeral homes give you a price list in writing, if you request one in person. You may also request price information via telephone. Certain costs may be guaranteed while others may change over time so be sure to inquire directly.
- Please be aware that you are also no longer required to purchase a casket through the funeral home. If you have decided on cremation, caskets can be rented in Massachusetts as well for the purposes of a viewing.
- If you are someone who regularly spends time in another state, it is important to inquire about transportation arrangements if you are not to be buried in that state.
- If you have decided that you would like to donate your body to science (this is different than organ donation), you yourself must make those arrangements in advance. Many teaching colleges and universities require that you have a contingency plan in the event that they do not need additional research subjects at the time of an individual's passing. It is imperative that you contact the institution directly to inquire about their specific guidelines.

FUNERAL PLANNING

- The last component of planning that is important to consider is the legacy that you will leave behind. Consider if there is any "unfinished business" that you would like to tend to in terms of unspoken words with family members or close friends. You have the opportunity to give someone a wonderful gift by having these conversations.
- Another important way to show family or friends that you care is to make sure that all your important paperwork is in order and that the key individuals know how to access it.
- Important paperwork to compile may include a will, insurance policies, birth certificates, marriage certificates, discharge paperwork (for veterans), social security numbers, and a complete listing of assets (property, bank accounts, safe deposit boxes, etc.).

If you would like more information, please contact:

GENERAL INFORMATION WEBSITES

- ∞ WWW.ENDOFLIFECOMMISSION.ORG - offers a printable *End of Life Resource Guide*
- ∞ WWW.FUNERALS.ORG
- ∞ WWW.FUNERALPLANNING101.COM
- ∞ WWW.JEWISH-FUNERALS.ORG
- ∞ WWW.THEGREENFUNERALSITE.COM - offers general information on "green", or environmentally friendly, funerals

LOCAL FUNERAL HOMES

- ∞ **Bell-O'Dea Funeral Home** 617- 277-7652
376 Washington Street, Brookline, MA
- ∞ **Levine Chapels** 617-277-8300
470 Harvard Street, Brookline, MA www.levinechapel.com
- ∞ **Louis M Kfoury Funeral Service** 617-738-7333
8 Spring Street, West Roxbury, MA
- ∞ **Stanetsky Memorial Chapels** 617-232-9300
1668 Beacon Street, Brookline, MA www.stanetsky.com

FUNERAL PLANNING

WHOLE BODY DONATION

- ☞ **Anatomy Gifts Registry** 800-300-5433
www.anatomicgift.com
- ☞ **Boston University School of Medicine** 617-638-4245
 - **Anatomical Gift Program**
- ☞ **Harvard Medical School** 617-432-1735
 - **Anatomical Gift Program**
- ☞ **Tufts University School of Medicine** 617-636-0837
Coordinator of Anatomical Gift Contact: Sharon Belding
- ☞ **University of Massachusetts Medical School** 508-856-2460
 - **Anatomical Gift Program**

OTHER POSSIBLE PAYMENT SOURCES

- ☞ **Masshealth** 800-841-2900
 - The Department of Transitional Assistance will pay up to \$1,100 towards a Masshealth member's funeral if the TOTAL funeral costs do not exceed \$1,500. The exact amount offered is based upon the amount of assets in the deceased individual's estate. DTA will pay the funeral home directly once an itemized invoice documenting the cost of the funeral is received.

Please note: There is a benefit to pre-paying for your funeral if you are planning to apply for Masshealth benefits. Monies tied up in an "irrevocable burial trust" or in a "prepaid funeral contract" are not counted as assets by Masshealth.

- ☞ **Social Security Administration** 800-772-1213
www.ssa.gov
 - Offers one-time payment of \$255 is payable to the surviving spouse if he or she was living with the beneficiary at the time of death, OR if living apart, was eligible for Social Security benefits on the beneficiary's earnings record for the month of death. If

FUNERAL PLANNING

Social Security Administration (cont.)

there is no surviving spouse, the payment is made to a child who was eligible for benefits on the beneficiary's earnings record in the month of death.



Veterans' Services Office

617-730-2112

11 Pierce Street, Brookline, MA 02146

- For non-service related deaths, the VA currently may pay up to \$300 toward burial and funeral expenses and a \$300 plot-interment allowance. The plot-interment allowance is \$150 for deaths prior to December 1, 2001. If the death happened while the veteran was in a VA hospital or under VA contracted nursing home care, some or all of the costs for transporting the veteran's remains may be reimbursed. Certain other criteria must be met in order to qualify.

Geriatric Care Advisors

Geriatric care advisors/geriatric care managers are available to provide a variety of services which may include a onetime consultation, assessment for services or more supportive living options, and ongoing case management for seniors. These services may be available for free or there may be a fee.

☞ **Brookline Council on Aging**

617-730-2777

Contact: Sue Welpton

Trained professional social work staff provides information and outreach, psycho/social and home assessments, develops service plans and coordination of services for clients to remain in their homes and, if needed, assist with appropriate placements. These services are confidential and provided without a fee to Brookline residents aged 60 and older.

☞ **Jewish Family and Children's Services**

781-693-1334

Intake Coordinator: Michele Mele

Private pay program, directed by Karen Wasserman, LICSW with a staff of professional Geriatric Care Managers. **For the Generations** is the free short-term Geriatric Care Management program for low income clients.

☞ **Springwell**

617-926-4100

Care advisors are available to make a home assessment and create a customized plan of care which includes an evaluation for state and federally subsidized services.

☞ **Geriatric Care Managers of New England** www.gcmnewengland.org

Regional chapter of the National Association of Geriatric Care Managers. Website offers a listing of private professional geriatric care managers in this region.

Health Information Websites

- Health-related websites allow the general public to research information on a variety of medical diagnoses, health conditions and medications.
- While the information on these websites can be helpful in *further* understanding a diagnosed medical condition or a prescribed medication, the websites are in **NO WAY intended to replace consultation with a licensed health care provider**. Please be sure to contact your health care provider directly about any health related concerns you may have.
- Be sure to **consider the source** of the information. There are **MANY** websites available with health related information, but not all will provide "trusted" information. Generally government websites (websites that end in .gov) or websites that are sponsored by known colleges/universities, or health care providers/organizations are considered more reliable than websites established by unknown individuals.
- There are also websites that are affiliated with specific diseases that can provide information relating to those specific conditions.

For more information, please go to the following websites:

- **Blue Cross Blue Shield of Massachusetts** www.ahealthyme.com
Website provides a health library, self-screening and assessment tools, and information on alternative health.
- **Consumer Reports** www.consumerreportsmedicalguide.org
Website provides general information on a variety of health-related topics as well as ratings for medications and medical treatment options.
- **Consumer Reports Best Buy Drugs** www.crbestbuydrugs.org
Website provides information on affordable drug treatment options to discuss with your physician.
- **Department of Health and Human Services** www.healthfinder.gov
Website provides access to a health library and information on/links to different health care topics such as nursing homes, hospitals, Medicare.

Health Information Websites

- **Health A to Z** www.healthatoz.com
Website provides general information on health-related topics, healthy living, prescription medications, and a variety of health screening tools.
- **Mayo Clinic** www.mayoclinic.com
Website provides general information on health related topics, prescription medications and supplements, healthy living, and a variety of health screening tools.
- **Medlineplus** www.medlineplus.gov
Website provides general information from National Library of Medicine on health related topics, over-the-counter and prescription medications, a medical encyclopedia and dictionary, and directories for locating physicians and/or other health care providers in your area.
- **National Cancer Institute** www.cancer.gov
Website provides general information on types of cancer, clinical trials, and prevention, screening, and treatment options.
- **National Institute of Health (NIH)** www.nih.gov
Website provides general information on a variety of health related topics and research studies as well as links to other credible health related websites.
- **National Institute of Health Clinical Trials** www.clinicaltrials.gov
Website provides regularly updated information about federally and privately supported clinical research in human volunteers.
- **Physicians' Desk Reference** www.PDRHealth.com
Website provides general information on various health conditions, prescription medications and clinical trials involving prescription medications
- **WebMD** www.webmd.com
Website provides a comprehensive health library and a "symptom checker" feature. This feature allows you to enter a set of symptoms and you will then be provided with a list of possible medical diagnoses.

Health Information Websites

Websites offering information regarding specific conditions:

Alzheimer's Association:	www.alz.org
American Cancer Society:	www.cancer.org
American Parkinsons Disease Association:	www.apdama.org
Arthritis Foundation:	www.arthritis.org
National Multiple Sclerosis Society:	www.nationalmssociety.org

HEALTH INSURANCE MASSHEALTH/MEDICAID

- ☞ State health insurance program for low-income individuals or couples.
- ☞ Income and asset guidelines vary from state to state. Income guidelines are adjusted every year in accordance with the federal poverty line.
- ☞ Income eligibility is calculated on your gross monthly income. Your gross monthly income is considered your income prior to any deductions such as the monthly premium deduction for Medicare Part B.
- ☞ SSI recipients are automatically eligible for Masshealth.
- ☞ Masshealth generally covers medical transportation, adult day health programs and the cost of most long term care facilities (i.e., nursing homes). Assisted living facilities may also be covered for qualified members.
- ☞ **Masshealth no longer covers the cost of outpatient prescription medications. Masshealth members must now enroll in a Medicare D plan for prescription medication coverage.** Most Masshealth members are not responsible for paying Medicare D monthly premiums, deductibles, or coverage gaps (some restrictions may apply). Most Masshealth members will only be required to pay a small copayment for each medication (some restrictions may apply).
- ☞ **Masshealth will cover some dental services, eyeglasses and some durable medical equipment.**
- ☞ If you are over the income or asset guidelines, you may still be eligible for Masshealth coverage after you have paid a deductible (commonly referred to as a "spend down"). Your deductible is based on the amount of income or assets you have in excess of the specified guidelines. Your deductible is calculated by Masshealth **every** six months and must be paid within that six month period. In order to meet your deductible, you must provide proof of the medical costs or expenses for which you have paid during that six month period. Qualifying medical expenses may include doctor visits, prescription costs, medical equipment, adult day health costs, or private pay home health services. Masshealth

HEALTH INSURANCE MASSHEALTH/MEDICAID

Masshealth (cont.)

coverage will begin as soon as you provide proof regarding payment of your deductible for that six month period. If you continue to be over the income and asset guidelines at the beginning of the next six month period, you must again pay your calculated deductible.

If you have additional questions regarding Masshealth, please contact:

☞ Brookline Council on Aging

617-730-2777

SHINE (Serving the Health Information Needs of Elders) trained volunteer counselors are available every week at the Senior Center to help individuals understand their health insurance options.

To make an appointment, call 617-730-2777.

☞ Masshealth Customer Service

800-841-2900

www.mass.gov/masshealth

☞ Masshealth Dental Service

800-207-5019

Masshealth will cover some dental services such as oral exams and cleanings, xrays and some medically necessary dental services such as extractions and oral surgery when provided by a Masshealth dental provider.

MassHealth Enrollment Center

888-665-9993

Contact the enrollment center to check on the status of an application submitted for approval. Masshealth applications get mailed to EDMC, P.O. Box 1231, Taunton, MA Fax: 617-887-8777. There is an office in Chelsea, MA at 45 Spruce Street, where applications and information can be dropped off. They will fax to the Taunton office.

HEALTH INSURANCE

MEDICARE

- This is a federal insurance program. Most Medicare enrollees have paid into the Social Security system through previous or current employment.
- Medicare consists of Part A, Part B, Part C (**Medicare Advantage Plans, see page 94**) and Part D (**prescription benefit, see page 141**).
- Part A primarily covers hospital services and is free if you have paid into the Social Security system. There is a Part A deductible for each hospital admission. **The Part A deductible for 2012 is \$1156 per benefit period.**
- Part B primarily covers 80% of outpatient services (i.e., doctor's visits, x-rays, tests) *after* members have paid an annual deductible. **The Part B deductible for 2012 is \$140. Members are then responsible for the remaining 20% coinsurance cost.**
- Part B also requires a monthly premium that is usually deducted out of your Social Security check before you receive it. **The monthly Part B premium is now based on your income. In 2012 individuals whose income is less than \$85,000 per year or for couples whose joint income is less than \$170,000 per year will pay a monthly premium \$99.90. For individuals or couples with incomes higher than the aforementioned figures, the monthly premium will be higher.**
- You can purchase both Part A and Part B if you have not paid into the Social Security system. Contact Medicare directly for information on the monthly cost of purchasing Medicare Part A.
- **Medicare implemented an optional medication benefit for Medicare enrollees in 2006 (see MEDICARE PART D Prescription Benefit section, page 141).**
- Medicare does not cover: eyeglasses, hearing aids, dental, and long term care/nursing home placement.

If you have additional questions regarding Medicare, contact:
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Brookline Council on Aging

617-730-2777

SHINE (Serving the Health Information Needs of Elders)

trained volunteer counselors are available every week at the Senior Center to help individuals understand their Medicare and health insurance options. **To make an appointment, call 617-730-2777.**

HEALTH INSURANCE

MEDICARE

☞ **Medicare** **1-800-MEDICARE**

- General questions regarding Medicare benefits

☞ **Social Security Administration** **800-772-1213**

www.ssa.gov

- To request a replacement Medicare card
- To sign up for Medicare Part A and Part B
- Questions about Medicare Part A & B eligibility and enrollment

The following resources are available to beneficiaries of traditional Medicare as well as to Medicare beneficiaries who belong to Medicare Advantage Plans (i.e. Medicare HMO's, Medicare PPO's or Medicare PFFS), or Medicare Special Needs Plans:

QUALITY OF CARE COMPLAINTS

☞ **MassPRO (Massachusetts Peer Review Organization)** **800-252-5533**
www.masspro.org

- Organization of doctors, nurses and other nonmedical professionals who contract with Medicare to review quality of care complaints and disputed hospital discharge decisions. MassPRO also provides advocacy around Medicare beneficiaries rights and assistance with the appeals process if a Medicare claim has been denied.

☞ **Massachusetts Department of Public Health** **800-462-5540**

- The Mass Department of Public Health, Bureau of Health Care Safety and Quality, is responsible for overseeing hospital discharges. The Medicare Advocacy Office reviews quality of care complaints and disputed discharge decisions in acute care hospital settings, as well as in nursing homes and other health care facilities.

HEALTH INSURANCE MEDICARE

- **Medicare Advocacy Project (MAP)** **800-323-3205**
 - Greater Boston Legal Services through MAP, offers free advice and legal representation for Medicare beneficiaries with Medicare related concerns.

HEALTH INSURANCE

MEDICARE C/MEDICARE ADVANTAGE PLANS

- Medicare Advantage Plans are health plan options that are administered by Medicare approved, private insurance companies.
- Medicare approved plans provide Part A and Part B coverage as well as "extra" incentive benefits such as vision benefits, hearing benefits, and sometimes dental or medication plans (Part D benefits). Medicare deductibles are usually covered as well. However, benefits vary by plan so be sure to inquire.
- Unlike original Medicare, you may be limited to certain doctors or hospitals that "belong" to the plan you've chosen so be sure to inquire in advance.
- Medicare Advantage Plans include: Medicare HMO's, Medicare Preferred Provider Organizations (PPO's), Medicare Private Fee-for-Service Plans (MFFS) and Medicare Special Needs Plans.
- Medicare Advantage Plans are also known as Medicare "buy-out" insurance plans. Individuals who are enrolled in traditional Medicare (parts A & B) have the option of changing their coverage to the Medicare Advantage Plan of their choice.
- Some types of Medicare Advantage Plans may require individuals to identify a primary care physician (PCP) who then manages all of their care, including referrals to any specialists (i.e., cardiologist, eye doctor, etc). Other types of Medicare Advantage Plans may not require referrals to specialists or other providers.
- If your plan of choice requires selection of a PCP and referrals, be sure to confirm that your current doctor and hospital belongs to the plan *before enrolling*, if this is important to you.
- **Premiums:** Medicare Advantage Plan members continue to have the monthly Medicare Part B premium deducted from their Social Security check. This premium now goes to the Plan rather than Medicare. Most Medicare Advantage Plans then also require an additional monthly premium to cover their costs.

HEALTH INSURANCE

MEDICARE C/MEDICARE ADVANTAGE PLANS

- ⌘ **Co-payments or Co-insurance:** Medicare Advantage Plan members may also be required to pay a fixed dollar amount (co-payment) or a fixed percentage (co-insurance) for all medication, outpatient visits, ER visits, and hospital admissions. Amounts vary by company.
- ⌘ Despite the monthly premiums and co-payments, Medicare Advantage Plans are often less expensive than Medigap plans (see page 96).
- ⌘ **Medications:** If you join a Medicare Advantage Plan you must take the Medicare Part D coverage offered by that plan.

If you have additional questions regarding Medicare Advantage Plans, please contact:

- ⌘ **Brookline Council on Aging** 617-730-2777
SHINE (Serving the Health Information Needs of Elders) trained volunteer counselors are available every week at the Senior Center to help individuals understand their Medicare and health insurance options. To make an appointment, call 617-730-2777.
- ⌘ **Blue Cross & Blue Shield** 1-800-678-2265
www.bluecrossma.com
- ⌘ **Fallon Community Health Plan** 1-888-377-1980
www.fchp.org
- ⌘ **Tufts Health Plan Medicare Preferred HMO** 1-866-974-0118
www.tufts-health.com
- ⌘ **United Health Care** 1-800-547-5514
www.uhc.com

HEALTH INSURANCE

MEDICARE SUPPLEMENT/MEDIGAP POLICIES

- These are Medicare supplement insurance plans that attempt to fill the "gaps" in traditional Medicare Part A&B coverage. These vary from state to state, so if you have moved to Massachusetts from another state, it is important to check if your plan provides coverage in Massachusetts and what the coverage is.
- There are **two types of Medicare supplement plans** offered in Massachusetts in 2012 by 6 private insurance companies: **Supplement Core Plans and Supplement 1 Plans.**
- The **Supplement Core Plans**, whose costs range from \$93.46 per month to \$137.18 per month in 2012, **provide identical coverage as mandated by the state for Supplement Core Plans.** The core plans, after the Medicare A deductible of \$1,132 per benefit period for inpatient hospital stays of 1-60 days, provide coverage for the daily co-pay of \$283 per day for stays of 61-90 days and the lifetime reserve co-pays and add an additional 365 lifetime hospital days. They also add an additional 60 days per year to the 190 lifetime days for inpatient mental health hospital stays, cover the cost of the first three pints of blood and the 20% Medicare Part B charges after the annual deductible of \$162 is met.
- **Supplement 1 Plans**, whose costs range from \$181.71 per month to \$214.41 per month in 2012, **provide identical coverage as mandated by the state for Supplement 1 Plans.** The Supplement 1 Plans provide all the coverage of a Supplement Core Plan while adding coverage for the deductible for inpatient hospital stays, adding an additional 120 per benefit period for inpatient mental health hospital stays and provide coverage for a skilled nursing facility co-pays of \$141.50 per day for days 21-100. They also cover the annual \$162 deductible for Medicare B and provide coverage for Medicare covered services while traveling abroad.

If you have additional questions regarding Medigap plans, contact:



Brookline Council on Aging SHINE

617-730-2777

HEALTH INSURANCE

MEDICARE SUPPLEMENT/MEDIGAP POLICIES

Brookline Council on Aging (cont.)

SHINE (Serving the Health Information Needs of Elders) are trained volunteer counselors available every week at the Senior Center to help individuals understand their Medicare and health insurance options. To make an appointment, call 617-730-2777.

These are the plans offered in Massachusetts in 2012. Plans will vary from year to year and their monthly costs will vary. They currently have continuous open enrollment (you may sign up for one at any time).

☞	Blue Cross & Blue Shield of Massachusetts (Medex)	800-678-2265
	Member services for those in the plan:	800-258-2226
		www.bluecrossma.com
☞	Fallon Health & Life Assurance Company	866-330-6380
	Member services for those in the plan:	800-868-5200
		www.fchp.org
☞	Harvard Pilgrim HC Insurance Company	800-782-0334
	Member services for those in the plan:	877-907-4742
		www.harvardpilgrim.org
☞	Humana Insurance Company	800-872-7294
	Member services for those in the plan:	800-866-0581
		www.humana-medicare.com
☞	Tufts Insurance Company	800-714-3000
	Member services for those in the plan:	800-701-9000
		www.tuftsmedicarepreferred.org
☞	United HealthCare Insurance Company (AARP)	800-523-5800
	Only for members of AARP	www.aarphealthcare.com

HEARING IMPAIRMENT

There are varying levels of hearing impairment and individuals often identify themselves according to the following definitions:

Hard of Hearing - some indication of residual hearing that may allow an individual to use language with some form of amplification.

Deaf - hearing impairment is fairly severe and loss is often congenital and/or occurred before the learning of formal language.

Late deafened - onset of impairment is after the spoken language is fully learned and developed. This is the hearing loss most often associated with aging.

If you have any level of hearing impairment, please be sure to visit an audiologist annually. Also remember to advocate for yourself - the more you share, the better others will be able to assist you!

Hearing Aids: A Recipe for Success*

1. Wear the aids for several hours per day in a quiet environment to adjust to the new sound and to feel comfortable with the earmolds and manipulating the aids: inserting them and removing them, adjusting the controls, etc.
2. Wear them in conversation with one or two people in a quiet setting, watching television, or reading to yourself.
3. Wear them indoors in some minor noise: in the kitchen using an electric can opener, etc.
4. Try wearing them outside in a quiet area, then move to a noisier area. Wear them while driving, walking around a mall, or in small groups.
5. Try wearing them in a large room, at church, talking to several people.
6. Experiment with adjusting volume.
7. Use the aid's telecoil (T-switch) with the telephone and see if it helps you hear on the phone. You'll have to experiment with the position of the telephone handset on your ear, since the location of the telecoil varies greatly from model to model.
8. Wear them in a noisy restaurant or at a party.

*Taken from: A Guide for People Who Become Deaf or Severely Hard of Hearing. A Late-Deafened Consumer's Perspective. By Karen Rockow, PhD (Developed under a contract from the Mass Commission for the Deaf and hard of Hearing). 2004

Disclaimer: Inclusion in this guide does not represent a recommendation from the Brookline Council on Aging or the Brookline Senior Center, but is for your assistance in obtaining information and services. We do encourage your feedback (both positive and negative) so we can consistently provide updated information.

HEARING IMPAIRMENT

If you would like additional information, please contact:

AUDIOLOGY SERVICES

- ☞ **Brookline Hearing Services** 617-232-1299
1842 Beacon Street, Ste. 403 www.brooklinehearing.com
Brookline, MA
- ☞ **Hebrew Rehabilitation Center**
Outpatient Audiology Group 617-363-8539
1200 Centre Street, Boston, MA www.hebrewseniorlife.org
- ☞ **Professional Hearing Center Inc.** 617-232-9182
1101 Beacon Street, Ste. 803e, Brookline, MA
www.professionalhearinginc.com

INFORMATION, ADVOCACY AND SUPPORT

- ☞ **Association of Late-Deafened Adults - Boston Chapter**
Newtonville, MA www.aldaboston.org
 - Provides educational and social programs, advocacy and peer support groups for late-deafened adults.
- ☞ **DEAF, Inc.** 617-254-4041 Voice/TTY
215 Brighton Avenue www.deafinonline.org
Allston, MA 02134
 - Provides educational programs, information and referral, advocacy, skills assessment and training programs (i.e., obtaining/using assistive devices/equipment, ASL classes, negotiating public transportation, etc.). They also provide support services to family members of individuals with hearing impairment.
- ☞ **Massachusetts Commission for the_** 617-740-1600_Voice
Deaf and Hard of Hearing 617-740-1700 TTY
www.mass.gov/mcdhh/
 - Provides educational materials, information and referral, and individual case management services to hearing impaired individuals.

HEARING IMPAIRMENT

SPECIALIZED EQUIPMENT



Hartling Communications, Inc.

800-475-3183 Voice

800-672-9455 TTY

www.hearitbetter.com

- Offer a variety of assistive technology devices for hearing impaired individuals including telephone, doorbell, TV, clock and fire devices.

Hear Now Program

866-354-3254

- Provides hearing aids for low income seniors. Application process, processing fee \$125 per hearing aid.

866-354-3254



Starkey Hearing Foundation

www.sotheworldmayhear.org

- This agency assists individuals who are in need of hearing aids, but are financially unable to afford them. The program has ***very strict income and asset guidelines***. It is intended for individuals with truly limited financial resources. Please be aware that they do charge a **nonrefundable fee** to review your application so be sure to contact them in advance if you have **any** questions about your eligibility.



Verizon Center for Customers with Disabilities Specialized Telephone Equipment Program

800-974-6006

TTY

www.verizon.com/disabilities

- Verizon offers specialized telephone equipment for Massachusetts residents who have hearing, vision, cognitive, speech or mobility impairments.
- Equipment is available at free or reduced costs based on financial guidelines.
- Applicants must have a certified disability through the Mass Commission

HEARING IMPAIRMENT

Verizon Center For Customers with Disabilities (cont.)

for the Deaf and Hard of Hearing, Mass Commission for the Blind, or the Mass Rehab Commission.

- Once approved, you must order equipment from one of Verizon's authorized distributors.



Mass State Association of the Deaf (MSAD)

www.msad.org

- This agency is an authorized distributor of Verizon specialized telephone equipment. Verizon must approve you first in order to receive equipment from MSAD.
- Agency also provides educational and social programs, skills training, advocacy, and information and referral services to hearing impaired individuals.

HOME CARE SERVICES

The terminology related to home care services is often confusing. Here is a brief primer to help you become more acquainted with what services you may *actually* need.

- **Home care services** generally refer to non-medical services that seniors receive at home.
- **Home Care Workers** are non-medical care providers that assist with shopping, escorting, errands, cooking, and companionship in addition to cleaning and laundry. Some home care workers may also be trained to provide personal care. *Further classifications of home care workers follow.*
- **Certified Nursing Assistants (CNA's)** - these care providers most often perform **personal care tasks** including assistance with bathing, dressing, toileting, and meal preparation. CNA's must also pass a state certification exam that allows them to provide personal care to clients in their homes as well as in nursing homes, assisted living facilities, and hospitals.
- **Homemakers** - these care providers perform mostly light housekeeping tasks such as cleaning the bathroom/kitchen, dusting, vacuuming, and laundry. **Homemakers do not provide any personal care (i.e., hands on care).**
- **Home Health Aides** - these care providers most often perform **personal care tasks** including assistance with bathing, dressing, toileting, and meal preparation. Home health aides may also perform some minimal homemaking tasks but it is not their primary function. *Home health aide services may also be covered by Medicare if an individual is eligible for Medicare certified home health services (see page 91).*
- **Personal Care Homemakers** - these care providers have completed additional training that allows them to assist with limited personal care (i.e., bathing and dressing) as well as light housekeeping.

PLEASE NOTE: Many private pay home care agencies have a **minimum number of hours for which you must contract** in order to use their services. Please be sure to ask in advance about any minimum hour

HOME CARE SERVICES

requirements. Some agencies also accept long term care insurance. Remember to ask in advance about this. The rates quoted here are subject to change. Check current rates with the agencies.

If you would like more information, please contact:



H.E.L.P. Program (Home and Escort Linkage Program) 617-730-2752

- Services offered include light housekeeping, heavy chore, laundry, grocery shopping, errands, light cooking, companionship, escort, and odd jobs.
- **HELP workers do not provide personal care (i.e., hands on care).**
- Clients must be age 60 or older and residents of Brookline.
- All services are private pay and costs range from \$12-\$14 per hour.
- There is a two-hour minimum required for services.
- You must sign up with the program, which requires a home visit, before being able to use the service.



Additional Care Private Care

781-396-2633

278 Mystic Ave Suite 204 Medford, MA

- A division of the Greater Medford Visiting Nurses Association.
- There is a two-hour minimum required for services. Rates for companionship and homemaker service are \$23 per hour during the week, and \$24.50 per hour on the weekend. Rates for home health aide service are \$24.50 per hour on weekdays and \$26.50 per hour on weekends.



Altranis; Home Care LLC

978-640-0066

1501 Main St. Suite 32

Altranis@altrhomecare.com

Tewksbury MA

www.altrhomecare.com

- Prices vary according to services provided; provides live-in services.



Always Best Care Senior Services

617-448-0468 (24 hours)

68 Leonard St., Belmont, MA

www.alwaysbestcare.com

- Provides personal care, companionship care, homemaker services and care for many specialized needs. Current rates are: \$22 to \$28 per hour for 3 or more hours, depending upon the level of care needed. The cost for 2 hours or less is \$25 or more depending on the level of care needed. Live-in and 12 hour sleepover care is also available.

HOME CARE SERVICES



Always Here Home Care

248 Beacon St. 3rd Floor
Boston MA 02116

1-877-933-8884

617-933-8884

www.alwaysherehomecare.com

- Provides personal care, companionship care, homemaker services, and care for many specialized needs. Current rates are: \$25 per hour; \$250 per day. Minimum of 5 hours if once a week, 4 hours if more than once a week. Uses current IRS standard mileage rate for errands in employee vehicle.

Care Solutions

1-508-366-1766

www.care-solutions.net

- Services offered include personal care assistance, nursing, social work, rehabilitation services and health management.
- There is a two-hour minimum required
- **Private Pay Rates:**
Home Health Aide service
\$55.00 for 2 hour minimum service.
\$23.00 per hour weekdays and \$29 per hour weekends for more than 2 hours service.
- Costs vary for holidays and for more than 40 hours in a work week for same employee. Please call to inquire.



Comforcare Senior Services

5 Walpole St.

Norwood MA 02062

781-255-6910

www.comforcare.com

- Services offered include companionship, meal preparation, light housekeeping, medication reminders, grocery shopping, errands, and transportation, and personal care assistance.
- **Private Pay Rates:**
Companionship service \$20 per hour 8 am to 8 pm with 4 hour minimum; nights and weekends are \$20.50.
Companionship service includes conversation, meal preparation, light housekeeping, medication reminders, and errands.

HOME CARE SERVICES

Comfort Keepers

781-721-5522

21 G Olympia Ave

www.comfortkeepers.com

Woburn, MA 01801

- Services offered include companionship, meal preparation, light housekeeping, medication reminders, grocery shopping, errands, transportation, and personal care assistance. Also has specialized dementia care, end of life care, and veterans' care. All services are private pay. Hourly rates are \$22.95 to \$24.95 depending on service.



Conlin Health Care Inc.

781-329-3400

555 High St. Suite 204,

www.conlinhealthcare.com

Westwood, MA 02090

- Provides companionship services, meal preparation, and general housekeeping and shopping duties. Current fee for homemaking and/or companionship is \$27 per hour. There is a four hour a day minimum.



Home Care Assistance

866-454-8346

www.homecareassistance.com

- Services offered include companionship, light housekeeping and meal preparation, medication reminders and assistance with personal care, errands, and medical escort.
- All services are private pay.
- There is a four hour daily minimum, three times per week for services.
- **Private Pay Rate:** \$28.00 per hour (flat rate); \$275.00 per day.



Home Instead Senior Care

617-229-7962

440 Totten Pond Road Suite 300

1-866-969-0200

Waltham MA

www.homeinstead.com

- Services offered include companionship, meal preparation, light housekeeping, medication reminders, grocery shopping, errands, and medical escort.
- All services are private pay.
- A three-hour daily minimum is required for services.

HOME CARE SERVICES

- **Home Instead Senior Care (cont.) Private Pay Rates:**

Companionship service includes conversation, assistance with walking and meal preparation/clean-up. **Cost is \$23 per hour on weekdays, \$24 on weekends.** Cost varies for holidays. Please call to inquire.

Home Helper service includes light housekeeping, laundry, errands, and medical escorting. **Cost is \$23 per hour on weekdays, \$24 on weekends.** Cost varies on holidays. Please call to inquire.

Sleep over service includes all of the above services as well as assistance into bed, assistance overnight, and breakfast preparation/clean-up. **Cost is a flat rate of \$170 per day for 10 hours of total service time.**

24 hour care includes all of the above services as well as preparation of up to 3 full meals per day. **Cost is a flat rate of \$390 per day.**



Houseworks

617-928-1010

www.houseworks.com

- Offers homemaking and PCA services.
- Services are available on a short-term, long-term, or live-in basis and 24-hour care is available. There is a discount for BCAN members.
- **Private Pay Rates:**

Homemaking and PCA services

WEEKDAYS \$26.50 per hour for more than 5 consecutive hours
\$29.00 per hour for less than 5 consecutive hours
\$40.00 per hour for less than 3 consecutive hours

WEEKENDS \$28.50 per hour for more than 5 consecutive hours
\$34.00 per hour for less than 5 consecutive hours
\$43.00 per hour for less than 3 consecutive hours

Standard live-in care is \$285 per day on weekdays and weekend days. Enhanced live in is \$310 per day. Live-in rates apply only when the associate sleeps at night and receives a 2-hour break.

Heavy Chore Services: \$60/hour with a two hour minimum

Handyman Services: \$70/hour with a two hour minimum

HOME CARE SERVICES



Partners Health Care at Home

1-800-698-2628

www.PartnersAtHome.org

- Formerly Golden Care, TLC Nursing Inc and Partners Private Services
- Services offered include private duty nursing, home health aide services, and homemaker/companionship services. May also include physical therapies.
- Services are available on a short-term, long-term, or live-in basis and 24-hour care is available.
- **Private Pay Rates:**
 - Home Health Aide** (one hour shift, minimum)
 - WEEKDAY:** \$25.00 per hour
 - WEEKEND:** \$26.00 per hour
 - LIVE IN** \$325/day weekdays, \$350/day weekends



Senior Homecare Solutions

617-431-1165

www.seniorhomecaresolutions.com

- Services offered include companionship, meal preparation, errands, light housekeeping, transportation to appointments, medication reminders, and personal care assistance.
- Services are available on a short term, long term, or live-in basis and 24 hour care is available.
- **Private pay rates:** \$26 per hour, with a 3 hour minimum
 - \$24 per hour for more than five hours
 - Live-in care** \$280 per day



Springwell (Area Agency on Aging)

617-926-4100

www.springwell.com

- Offers home health aide and homemaking services.
- Organization contracts with health care agencies in order to provide services to clients. Therefore, minimum hours and services may vary.
- The cost for services is dependent upon your income level. You may be eligible for free service if you meet certain income guidelines.
- Proof of income is required during intake visit with a Springwell representative.

HOME CARE SERVICES

Springwell (cont.)

- Offers resource listings for private pay agencies if individuals are over income for services through Springwell.



VNA Private Care

781-431-1484

www.vnaprivatecare.com

- Offers private duty nursing services, personal care services, and homemaking/companionship services.
- Offers specialty services including music therapy, Alzheimer's care coaching, geriatric care management, and cultural arts companions.
- Services are available on a short-term, long-term, or live-in basis.
- **Private Pay Rates:**

Companion and Homemaking Services

\$26.00 per hour for 1-3 hours of service
\$22.00 per hour for 4-7 hours of service
\$21.50 per hour for 8-11 hours of service
\$21.00 for 12 or more hours of service

Hands-On Personal Care Services

\$28.50 per hour for 1-3 hours of service
\$24.50 per hour for 4-7 hours of service
\$24.00 per hour for 8-11 hours of service
\$23.50 for 12 or more hours of service

LPN services - \$67.00 for one hour, \$62.00 for more than one hour.

RN services - \$85.00 for one hour, \$78.00 for more than one hour.

HOME HEALTH CARE

- **Home Health Care** refers to medical services that an individual may require at home following an illness or a hospitalization.
- **Home health care providers** may include nurses, social workers, home health aides, physical, occupational, and/or speech therapists.
- Your primary care physician must order home health services for you. He/she will then also oversee the services you receive for the duration.
- **Medicare** will usually cover home health services if you are homebound **and** have an *acute* medical condition that requires medical treatment. **HOWEVER** your home health agency must be **MEDICARE CERTIFIED** in order to bill your Medicare for services provided.
- If you do not qualify for Medicare covered home health care services, there are some agencies that will allow you to pay privately for nursing and home health aide services at home. Please be sure to inquire about whether or not an agency's services will be covered by your Medicare benefit.

If you would like more information, please contact:



YOUR PHYSICIAN'S OFFICE

MEDICARE CERTIFIED HOME HEALTH AGENCIES*

(servicing the Brookline area)



CAREGROUP HOME CARE (Watertown, MA)

617-673-1700



CARETENDERS OF BOSTON (Newton, MA)

617-332-5015



CARITAS HOME CARE (Norwood, MA)

781-551-5600



GREATER MEDFORD VNA

781-396-2633



HEBREW SENIOR LIFE HOME HEALTH CARE

781-821-3214



JEWISH FAMILY & CHILDREN'S SERVICE

617-227-6641



MANUEL R GRELL HOMECARE

617-889-8477



PARTNERS HOME CARE, INC (Waltham, MA)

781-290-4000



SUBURBAN HOME HEALTH CARE, INC.

617-264-7100



VNA OF BOSTON (Charlestown, MA)

617-426-5555

HOME HEALTH CARE

*For a more comprehensive list of Medicare certified home health care agencies that service the Brookline area, please visit the Medicare website at www.Medicare.gov.

PRIVATE PAY HOME HEALTH AGENCIES:

**SEE HOMECARE AGENCY LISTING OFFERING THE SPECIFIC SERVICE
NEEDED PAGES 102-108**

HOMELESSNESS RESOURCES

MULTISERVICE AGENCIES

- ☞ **HEARTH** (Helping Elders at Risk through Housing) **617-369-1550**
Contact: Adrienne Beloin, Outreach Director www.hearth-home.org
- Agency, formerly known as **The Committee to End Elder Homelessness**, offers assistance with locating permanent housing for seniors who are homeless or who are at-risk of becoming homeless. Individuals must be over the age of 50, a Boston resident or currently residing in a Boston shelter. The agency owns and operates several housing sites in the Greater Boston area, including the **Ruth Cowin House in Brookline**. Hearth provides a host of services to its residents including nursing, social work, activities, and personal care homemakers.
- ☞ **City of Boston** **617-534-2710**
- **Emergency Shelter Commission** www.cityofboston.gov/shelter
 - Offers information and referral services to homeless individuals around a variety of resources including temporary and permanent housing, health care, and legal services.
 - **Mass Coalition for the Homeless** **781-595-7570**
15 Bubier St. Lynn MA www.mahomeless.org
 - Offers information and referral services as well as political advocacy around the issue of homelessness.
- ☞ **Heading Home** **617-864-8140**
(formerly Shelter, INC.) www.headinghomeinc.org
- Operates temporary shelters and permanent housing and offers case management services to homeless individuals and families in the Greater Boston area.

TEMPORARY SHELTERS

THINGS TO CONSIDER WHEN SEEKING TEMPORARY SHELTER
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- ✓ Temporary shelters are basically intended to provide a dry, warm overnight bed for individuals. Some shelters may offer additional services during the day such as case management services, assistance with locating permanent housing, medical care, and legal assistance.

HOMELESSNESS RESOURCES

TEMPORARY SHELTERS (cont.)

- ✓ A referral from a social service provider is often required and individuals seeking shelter may have to go through an intake interview.
- ✓ Many shelters have a check-in time (or a "curfew") as well as a time by which you must check-out in the morning.
- ✓ The shelter may also require that you "reserve" a bed for yourself by a certain time (generally early that same morning).
- ✓ Some temporary shelters allow you to stay as many nights in a row as you like while others may have limits on the amount of consecutive days you are allowed to stay.
- ✓ Some temporary shelters are considered "dry" which means that you cannot be an "active" substance abuser. These shelters often require a referral by a social service provider who can verify your current day status.
- ✓ Some temporary shelters only allow men while others only allow women or families so be sure to inquire.

PARTIAL LISTING OF TEMPORARY SHELTERS

☞	Boston Medical Center Elders Living at Home Program 1 Boston Medical Center Place, Boston, MA 02118	617-638-6139
☞	Cambridge Shelter 109 School Street, Cambridge, MA 02139	617-547-1885
☞	Casa Myrna Vasquez	617-521-0100
☞	First Church Shelter 11 Garden Street, Cambridge, MA 02138	617-661-1873
☞	New England Center for Homeless Veterans 17 Court Street, Boston, MA 02108	617-371-1800 www.nechv.org
☞	Pine Street Inn 444 Harrison Avenue, Boston, MA 02118	617-482-4944

HOMELESSNESS RESOURCES

- ☞ **Rosie's Place (Women Only)** 617-442-9322
889 Harrison Avenue, Boston, MA 02118 www.rosies.org
 - Offers limited overnight and permanent housing for *homeless women* only.
- ☞ **Salvation Army Emergency Shelter** 617-547-3400
402 Massachusetts Avenue, Cambridge, MA 02139
- ☞ **Sancta Maria (Women Only)** 617-423-4366
11 Waltham Street, Boston, MA 02118
- ☞ **St. Francis House**
39 Boylston St. ,Boston, MA 617-542-4211
 - Day Shelter
- ☞ **St. Patrick's Shelter (Women Only)** 617-628-3015
270 Washington Street, Somerville, MA 02143
- ☞ **Womens Lunch Place** 617-267-1722
67 Newbury Street, Boston, MA 02116
 - Day Shelter
- ☞ **Woods Mullen Shelter (Men and Women)** 617-534-7100
794 Massachusetts Avenue (Rear), Boston, MA 02118

FREE VOICEMAIL

- ☞ **Community Voice Mail** www.mhsa.net
Contact: Caitlin Golden cgolden@mhsa.net 617-367-6447
 - Offers free voicemail to individuals who demonstrate financial need, a lack of reliable phone service and a goal for using the service (i.e., to obtain housing, to obtain a job, to maintain contact with a physician). Individuals enrolled in the program are given a telephone number that they can distribute to others. The telephone number rings directly into a personalized voicemail on which messages can be left. Individuals can then access their confidential, secure voicemail messages from any location using a touch-tone phone and a personal identification number (PIN) that the individual creates.

HOMELESSNESS RESOURCES

LEGAL SERVICES



Shelter Legal Services Foundation

617-552-0623

885 Centre Street, Newton, MA

www.shelterlegalservices.org

- Provides free legal assistance to homeless and low income individuals.

HOMEOWNER ASSISTANCE

Elder homeowners often face the challenge of attempting to balance the cost of maintaining their home with the competing costs of medical care and other daily living expenses. As a result, elder homeowners may believe that selling their family home is the only way to eliminate a seemingly overwhelming financial burden. Worse yet, some seniors may fall victim to one of the many reverse mortgage loans scams that prey on the elderly and usually end in foreclosure. These issues are very complex and the assistance of an expert in the field may be necessary.

If you require additional assistance with homeownership issues, contact:

- ∞ **Homeowner Options for Massachusetts Elders** **800-583-5337**
(H.O.M.E. program) www.elderhomeowners.org
- Program for low or moderate income Massachusetts residents, aged 60 or older (aged 50 or older if in jeopardy of losing your home), who own only one residence. The goal of the HOME program is to protect the equity of senior homeowners and prevent foreclosure. The program offers *FREE, CONFIDENTIAL*, in-home financial counseling services regarding equity conversion and how to pay for health care needs, home repairs and/or necessary adaptations.
- ∞ **Massachusetts Home Modification Loan Program**
Metropolitan Boston Housing Partnership (MBHP) **617-425-6700**
- Massachusetts Rehabilitation Commission program that provides loans to elders or other individuals with disabilities to modify their homes for improved access (i.e., installation of ramps, railings, grab bars, shower stalls, etc.)
- You may be eligible for a loan if you:
- ✓ Are a homeowner with a disability or you provide the primary, principle residence for another family member or tenant with a disability
 - ✓ Meet specified income guidelines
 - ✓ Modifications are directly related to the disability of the beneficiary and necessary for the disabled individual to remain at home

HOME REPAIR/ HANDYMAN SERVICES



Brookline Community Aging Network (BCAN)

617-730-2753

Contact: Karin Wannamaker

www.brooklinecan.org

Volunteer driven organization which offers a screened list of repair persons such as plumbers, electricians, contractors, handymen for its members.

Their website offers helpful information on your rights as a consumer, the do's and don'ts of hiring a contractor, what is required in a contract and when a contract is required. For the most up to date information, check the BCAN website or call Karin Wannamaker.



C.K. Bergthold

617-739-7181

- Offers assistance with a variety of household repairs and yard work.
- *He is not a licensed electrician, plumber, or carpenter, but can offer recommendations if a job requires these services.*
- Cost is based on the amount of time and work required for a job.
- Seniors receive a special reduced rate.



Dan de Angeli

617-838-8192

www.dandeangeli.com

dandeangeli@gmail.com

- Offers assistance with a variety of household tasks including: interior painting and tile jobs, repair of windows and doors, light carpentry such as installing shelving, trim or molding and minor electrical jobs such as replacement of electrical fixtures. **Specializes in porch and deck repair and replacement.**
- *He is not a licensed electrician or plumber.*
- Seniors receive a discount.



Dirk van Harrewijen

781-235-2911

HandymanDvH@comcast.net

- Offers assistance with a variety of household tasks including: carpentry, painting, garden work, and clearing garages/attics.
- *He is not a licensed electrician or plumber, but can offer recommendations if a job requires these services.*

HOME REPAIR/ HANDYMAN SERVICES

- ☞ **Boston University Quickie Job Service** **617-353-2890**
www.bostonuniversityquickiejobservice.com
- Boston University students offer assistance with short-term household jobs such as housecleaning, yard work, and various odd jobs.
 - Cost for service is generally negotiated with students in advance although they do require that the rate meets or exceeds the current Massachusetts minimum wage rate of \$8.00 per hour. All payments are made directly to the student worker and payment is expected immediately upon completion of the job. Cash payment is preferred.
 - Students are not licensed electricians, plumbers, or carpenters.
- ☞ **Handyman Matters** **781-863-0405**
www.handymanmatters.com/greater-boston
- Provided a broad variety of home repairs; however is not a licensed plumber or electrician. Current charges are \$85 per. A senior discount is available.
- ☞ **Norm Holcomb** **617-721-5358**
- Licensed plumber, also does other types of repair work, call for specific details. \$125 per hour with 15 minute intervals; minimum charge is $\frac{1}{2}$ hour.
- ☞ **Houseworks** **617-928-1010**
Contact: Bob Severino www.house-works.com
- Offers assistance with a variety of household tasks including: painting, grab bar installation, repair/replacement of windows/doors, carpentry (including wheelchair ramps), and assistance with cleaning/organization.
 - Handyman services are \$85/hour with a two hour minimum.
 - Heavy chore services: \$75/hour with a two hour minimum. Discounts may be available.

HOME REPAIR/ HANDYMAN SERVICES



Jose Leon

617-909-3493

josleonc@gmail.com

- Does general home improvements and home repairs; does not have trade licenses. Current rates are \$80 for the first hour and \$55 per hour for additional hours. Discount may be available.



Operation Independence

617-923-4545

www.operationindependence.net

- Company provides home modifications services that range from installing grab bars and ramps to renovating kitchens and bathrooms to make them more accessible.
- A free in-home assessment is offered to determine each client's individual needs.



That Handy Girl

617-733-4978

(Donna Klein)

dklein@thathandygirl.com

- Licensed plumber, also does some carpentry, and general interior and exterior repair work. Call for rates.

HOME SAFETY

- Falls are a leading cause of hospital admissions amongst those aged 65 and older, but they are also one of the most preventable.
- While it is true that people of all ages have accidental falls, the resulting injuries to elderly individuals are often more traumatic (i.e., broken bones, head injuries).
- Changes in vision, hearing, memory, balance, and/or strength can increase one's risk for falls. Side effects from medications such as dizziness or drowsiness may also increase the risk for falls.
- Adapting your lifestyle and your environment based on these risk factors is the best way to prevent future falls.
- Here are a few tips that will aid in the prevention of falls:
 - ✓ ALWAYS use a cane or walker that has been prescribed by your physician.
 - ✓ Move slowly when shifting your position from sitting to standing or from lying to sitting to standing positions.
 - ✓ If you use reading glasses, be sure to take them off before walking around.
 - ✓ Make sure that rugs and floor coverings are secured along the edges and tack down worn spots. Avoid using throw rugs or bathroom mats on which you can catch your foot or walker.
 - ✓ Install handrails or grab bars near the bathtub and toilet and use a non-slip mat inside the bathtub or shower.
 - ✓ Make sure that all stairways or doorway entrances are well lit. A line of white paint on the edge of each step can also help better define the stairs for someone with vision loss.
 - ✓ Install railings or banisters for all indoor and outdoor steps.
 - ✓ Secure electrical cords to the walls or moldings, if possible.
 - ✓ Make sure that there are clear pathways in and out of the home, at the bottom and top of all stairways, as well as in and out of the bathroom, kitchen and bedroom.

HOME SAFETY

For more general information on **home safety**, please contact:

☞ **Your Physician's Office**

Your physician may be able to make a referral to a home health agency for a home safety evaluation by a physical or occupational therapist.

☞ **Center for Disease Control**

www.cdc.gov/HomeandRecreationalSafety/Falls

Website offers information regarding fall prevention and offering a home fall prevention checklist.

☞ **Massachusetts Department of Public Health**

1-617-624-5070

Offers injury prevention information on its website.

www.mass.gov/dph/injury

☞ **Fall Prevention Center of Excellence**

www.stopfalls.org

Website provides information on fall prevention and handy home safety checklists.

For more information on **home modification**, please contact:

☞ **Make It Safe Home Safety**

617-678-2087

Brookline, MA

www.stopafall.com

Company specializes in fall prevention in the home by installing grab bars and safety modifications to make bathrooms and living spaces safer and more accessible. The cost of many of the installation services are pre-priced and posted on the website. Company is a Certified-Aging-In-Place Specialist and MA Licensed General Contractor.

HOME SAFETY

Operation Independence

617-923-4545


Watertown, MA


www.operationindependence.net


Company provides home modifications services that range from installing grab bars and ramps to renovating kitchens and bathrooms to make them more accessible.


A free in-home assessment is offered to determine each client's individual needs.

STAIR LIFTS AND RAMPS

-  **Healthwise (stair lifts, ramps)** **508-520-7878**

-  **Stannah Stairlift (stair lifts both straight and curved)**
800-877-8247
www.stannahstairlifts.com

-  **Stair Lift Headquarters** **1-866-549-8893**
www.stairliftheadquarters.com
Company offers new, rental and pre-owned stair lifts with option of rent, buy or rent-to -own. Lowest prices guaranteed.

-  **Town of Brookline Health Department** **617-730-2300**
Contact: Lloyd Gellineau
There are 2 sets of ramps 3 feet and 6 feet in length, available for short term loan (3-4 days) for free for Brookline residents.

HOME SAFETY

FUNDING PROGRAMS FOR HOME MODIFICATIONS:

- ⌘ **Homeowner Options For Mass Elders- Senior Equity Line of Credit** **800-583-5337**
www.elderhomeowners.org
Provides financial counseling to identify all potential resources of home equity lines of credit for irregular/unexpected expenses as well as reverse mortgages to qualified homeowners.

- ⌘ **MassHousing Home Improvement Loan Program** **617-854-1000**
www.masshousing.com
Provide second mortgage loans for "non-luxury" home improvements to qualified homeowners using participating banks.

- ⌘ **Metropolitan Boston Housing Partnership Home Modification Loan Program** **617-425-6637**
Contact: Jennifer Shaw
www.mbhp.org
Provides loans (amortizing and deferred) to qualified individuals for home modification that would allow the owner (and in some cases the tenant) to remain in the home. Modifications must relate to the beneficiary's ability to function on a daily basis (ramps, bathroom modifications, etc.).

Also see personal emergency response systems page 162
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HOSPICE CARE

- Hospice services are available to individuals who have a life threatening illness with a limited life expectancy (generally 6 months or less).
- Hospice is designed to offer palliative care versus curative treatment.
- Hospice typically takes place in one's own home with a focus on providing care and comfort to an individual during the final days of their life. Pain control/symptom management and maintaining quality of life for the patient are the primary goals.
- Hospice care can also take place in a long-term care facility (nursing home/assisted living). Long-term care facilities often have contracts with hospice agencies through which they provide the accommodations and the hospice agency provides all the hands on care. The location of service is dependant upon the patient's care needs and the availability of caregivers.
- The hospice care team usually consists of the individual's physician, hospice nurses, social workers, home health aides, a chaplain, and respite volunteers. The hospice team works closely with the patient and their caregivers to assure that both of their physical, emotional, and spiritual needs are met.
- **Please note:** "*Open access*" hospice is a newer type of hospice model that blends curative care and palliative care. This model allows individuals to access hospice services while continuing to receive certain types of medical treatments. Not all hospices currently offer the open access model.

If you have additional questions regarding hospice, contact:

CONSULTATION

The following hospital programs provide their patients and the patient's caregivers assistance with pain and symptom management, information and referral, advance care planning, psychosocial and spiritual support, and coordination of care.

☞	Beth Israel Deaconess Palliative Care Consultation Services (PCCS)	617-667-1320 www.bidmc.harvard.edu
☞	Dana Farber Pain and Palliative Care Program	617-632-3000 www.dfci.harvard.edu

HOSPICE CARE

CONSULTATION (continued)

- ☞ **Massachusetts General Hospital Palliative Care Service** **617-726-2000**
www.massgeneral.org/palliativecare

OUTPATIENT HOSPICES

- ☞ **AseraCare Hospice - Wellesley, MA** **781-235-0203**
www.aserahospiceboston.com
- ☞ **Beacon Hospice - Charlestown, MA** **1-800-840-0668**
www.beaconhospice.com
- ☞ **EPOCH Hospice Care - Waltham, MA** **781-891-0777**
www.epochsl.com
- ☞ **Hospice of the Good Shepherd - Newton, MA** **617-969-6130**
www.hospicegoodshepherd.org
- ☞ **Partners Hospice - Waltham, MA** **1-800-696-1100**
www.partnershomecare.org/hospice
- ☞ **Seasons Hospice and Palliative Care - Newton, MA*** **866-670-9449**
(*open access hospice) www.seasons.org
- ☞ **Steward Hospice** **781-392-2230**
Waltham, MA
- ☞ **VNA Hospice Care - Woburn, MA** **781-569-2888**
www.hospicecarema.org
- ☞ **West River Hospice - Needham, MA** **781-707-9580**
63 Kenrick St., Needham, MA 02494 www.westrivercare.com

HOSPICE CARE

INPATIENT HOSPICES

- ∞ **Tippett Home** 781-438-5800
Needham, MA
- ∞ **VNA Middlesex East Hospice House** 781-224-3399
Wakefield, MA www.vnacarenetwork.org
- ∞ **Wayside Hospice Residence** 508-358-3000
Wayland, MA www.parmenter.org

WEBSITES

- ∞ **Hospice and Palliative Care** www.hospicefed.org
- ∞ **Federation of Massachusetts** 1-800-962-2973
or 781-255-7077
 - Provides a listing of local and national hospice providers, general information regarding hospice and end of life care, and political advocacy around end of life issues.
- ∞ **Massachusetts End of Life Commission** 617-222-7512
Ashburton Place 5th Floor Boston, MA 02108 www.endoflifecommission.org
 - Provides general information and a searchable database of resources related to hospice and end of life care. The End of Life Commission also produces a comprehensive Resource Guide for end of life care.

OTHER END-OF-LIFE SERVICES

- ∞ **Jewish Family and Children's Services** 781-647-5327
www.jfcsboston.org

Jewish Healing Connections: End-Of-Life services providing spiritual support to those facing serious illness.

HOSPITALS

☞ **BETH ISRAEL DEACONESSS MEDICAL CENTER** 617-667-7000
330 Brookline Avenue www.bidmc.harvard.edu
Boston, MA 02215

BIDMC Senior Health 617-632-8696
110 Francis Street, Suite 1B, Boston 02115
• Offers comprehensive inpatient and outpatient services to seniors and their caregivers/families.

☞ **BRIGHAM AND WOMEN'S HOSPITAL** 617-732-5500
75 Francis Street www.brighamandwomens.org
Boston, MA 02115

B&W's Center for Older Adult Health 617-525-7432
Brigham Medical Specialties Suite
45 Francis Street, Boston, 02115
• Offers comprehensive inpatient and outpatient services to seniors and their caregivers/families.

☞ **ST. ELIZABETH'S MEDICAL CENTER (Steward)** 617-789-3000
736 Cambridge Street www.steward.org/St-Elizabeths
Brighton, MA 02135

☞ **FAULKNER HOSPITAL** 617 983-7000
1153 Centre Street www.faulknerhospital.org
Boston, MA 02130

Faulkner Center for Older Adult Health 617-525-7432
Suite 4420, 1153 Centre Street, Boston, 02115

☞ **MCLEAN HOSPITAL** 800-333-0338
115 Mill Street www.mclean.harvard.edu
Belmont, MA 02478

HOSPITALS

McLean's Geriatric Psychiatry Program

617-855-3183

- Provides both inpatient, outpatient, and partial hospital services to seniors with disorders of cognitive functioning



NEW ENGLAND BAPTIST HOSPITAL

617-754-5800

125 Parker Hill Avenue
Boston, MA 02120

www.nebh.org

NEBH Orthopedic Care (Spine Center)

617-754-5246

125 Parker Hill Avenue
Boston, MA 02120



NEWTON-WELLESLEY HOSPITAL

617-243-6000

2014 Washington Street
Newton, MA 02462

www.nwh.org



MASS GENERAL HOSPITAL

617-726-2000

55 Fruit St.
Boston, 02114

www.massgeneral.org

HOUSING RESOURCES

The language of housing can often be confusing so here is a brief guide to some of the more important terminology.

- **Subsidized housing** - housing that is partially funded by the government for the purpose of providing affordable units to low-income families, disabled individuals, and the elderly. Renters are generally required to pay 30% of their monthly income towards the cost of rent and the government subsidy pays the remainder. Residents must provide proof of income and assets on an annual basis to determine their share of the rent.
- **Elderly/Disabled Housing** - buildings/complexes that are exclusively designated for seniors and disabled individuals. The *rental subsidy* in elderly/disabled housing is usually attached *to the apartment* itself therefore anyone who moves into that unit may be eligible for the subsidy. Elderly/disabled housing is often preferable because management and maintenance services are usually provided onsite and there is often a host of activities available to residents.
- **Section 8 Housing Choice Voucher Program** - individual applies through the local housing authority for a "portable" subsidy voucher. The *rental subsidy* is now attached *to the individual* and can be used *by that individual* for any market rate apartment in which the landlord agrees to accept the voucher.

For more information on local affordable housing, please contact:

Independent Living



BROOKLINE HOUSING AUTHORITY (BHA)

617-277-2022

90 Longwood Avenue, Brookline, MA 02446

- BHA operates several elderly and disabled housing sites in the Brookline area including:
 - Sussman House - 50 Pleasant Street, Brookline, MA
 - O'Shea House - 61 Park Street, Brookline, MA
 - Morse Apartments - 90 Longwood Avenue, Brookline, MA
 - Kickham Apartments - 190 Harvard Street, Brookline, MA

HOUSING RESOURCES

BROOKLINE HOUSING AUTHORITY (cont.)

- Colonel Floyd Apartments - Marion Street and Foster Street Extension
- Applications made through the BHA Main Office.

☞ **CENTER COMMUNITIES OF BROOKLINE (CCB) 617-363-8100**

100 Centre Street, Brookline, MA 02446 www.centercommunities.org

- Hebrew Senior Life owns Center Communities of Brookline.
- CCB owns and operates three properties in the Brookline area (100 Centre Street, 112 Centre Street and 1550 Beacon Street).
- CCB offers 2 bedroom, 1 bedroom and studio apartments. Two bedroom apartments generally have the longest waiting list and studios often have the shortest.
- Amenities offered to all residents include: activities, bus travel when organized trips are planned, a fitness room, a computer room, on-site social work and medical services. Meal plans (two meals a day) are also offered at 100 Centre Street in their community dining room.
- The apartments do not have emergency pull cords in the bathroom/bedroom. Residents are encouraged, but not required to enroll in a Lifeline program (personal emergency response system) as a home safety measure.
- Tours can be arranged to see the buildings.

☞ ***100 Centre Street***

- Market rate and subsidized housing. Apply through CCB's main office.
- Two meals a day are built into the rental payment for market rate apartments and cannot be separated. Those in subsidized units are not required to participate in the meal plan.
- Younger, disabled residents live in the building in addition to elderly.

☞ ***112 Centre Street***

- Predominantly subsidized housing with some market rate family townhouses. Apply through CCB's main office.
- There is a significant wait list for subsidized apartments at this site.
- Those in subsidized units are not required to participate in the meal plan.
- Younger, disabled residents live in the building in addition to elderly.

HOUSING RESOURCES

CENTER COMMUNITIES OF BROOKLINE (cont.)

☞ **1550 Beacon Street**

- Market rate and subsidized apartments. Apply through CCB's main office.
- Meal plans are optional, not mandatory as part of the rent.
- Younger, disabled residents live in the building in addition to elderly.

☞ **WINN MANAGEMENT**

617-731-6020

77 Village Way, Brookline, MA 02445

- Winn operates three properties in Brookline that offer elderly and/or disabled housing units (99 Kent Street, 70 Pearl Street, and 55 Village Way).
- Subsidized units may be available.

SINGLE ROOM OCCUPANCY (SRO's)

SRO's are residential properties that include multiple single room dwellings. Each unit is for occupancy by a single individual. Occupants generally share the kitchen and bathroom facilities in SRO's. Individuals of all ages may reside together within a single property.

☞ **PAUL SULLIVAN HOUSING**

617-892-8708

☞ **PINE STREET INN**

www.pinestreetinn.org

- Paul Sullivan Housing manages several SRO's in the Brookline area including:
 - 1017 Beacon Street, Brookline**
 - 1043-1045 Beacon Street, Brookline**
 - 1754 Beacon Street, Brookline**
 - 51-53, 55-57 Beals Street, Brookline**
- Minimum and maximum income guidelines and residency guidelines may apply.

PLEASE NOTE: There are also several privately owned, licensed lodging houses in Brookline. For a more comprehensive listing, please contact the Brookline Council on Aging at 617-730-2777.

INFORMATION AND REFERRAL

Information and referral resources offer information about a variety of community services. They might be geared toward a specific population, or to a specific health concern or need. The information and referral services listed in this guide are free.

For Information and Referral for seniors contact:

☞ **Brookline Council on Aging**

617-730-2777

The Council on Aging provides Brookline seniors and their families information on and referral for a wide variety of aging services within the agency, locally and in the Greater Boston area.

☞ **800AgeInfo**

800-243-4636 or

Executive Office of Elder Affairs

617-727-7750

Assists Massachusetts elders and their families with getting the information they need about health insurance counseling, caregiver services, service complaints or finding a nursing facility or rest home.

☞ **Springwell**

617-926-4100

Private nonprofit agency that provides information and resources for elders and their families as well as providing state and federal subsidized services for eligible elders.

For Information and Referral for disability issues see page 32, hearing impairment see page 98, visual impairment see page 192

For Information and Referral for:

Alzheimer's Association:

800-272-3900

www.alz.org

American Cancer Society:

800-227-2345

www.cancer.org

INFORMATION AND REFERRAL

American Parkinsons Disease Association:

800-651-8466

www.apdama.org

Arthritis Foundation:

800-766-9449

www.arthritis.org

Multiple Sclerosis Society of New England

800-344-8467

www.nationalmssociety.org

LAUNDRY & DRY CLEANING SERVICES



Henshaw Laundry

617-789-3979

- 109 Chiswick Road, Brighton, MA
- Wash, dry and fold
- Dry cleaning
- Price: \$0.90 price per pound (without pick up and delivery)
\$1.00 price per pound (with pick up and delivery)
- 10 pound minimum
- Flexible pick up and delivery



Royal White Laundry and Dry Cleaners

617-776-1500

- 13 Warwick Street, Somerville, MA
- Wash, dry and fold
- Dry cleaning
- \$23.80 minimum for the first 7 lbs (this includes delivery)
- Price: \$1.15 price per pound (after 7 lbs minimum)
- Regular pick up and delivery day will be determined at first visit (generally Tuesdays for Brookline residents)

****Both of the above stores have delivery Dry Cleaning services****



Ann's Laundromat

781-724-2478

- 1414A Beacon Street, Brookline MA 02446
- Wash, dry and fold
- Dry cleaning
- Price: \$1.50 price per pound (pick-up and delivery included)
\$1.00 price per pound (drop-off)
- 30 pound minimum
- Flexible pick-up and delivery

LAUNDRY & DRY CLEANING SERVICES

In addition, the following do delivery for Dry Cleaning ONLY:

- ☞ **Quest Dry Cleaning, Inc.** **781-466-6662**
288 2nd Avenue, Waltham, MA
Delivery is usually on Wednesday for Brookline residents, but please call to confirm.
- ☞ **Zoots Dry Cleaning** **888-558-5588**

LEGAL RESOURCES

- Establishing a relationship with an attorney who specializes in Elder Law can be very valuable for seniors. Many of the legal issues that people face as they age often involve one's lifetime income and assets. Protecting your income and assets is important and you will probably require the expertise of an attorney to help you sort through the complex laws and regulations as you plan for your future.
- Some of the areas in which an Elder Law attorney may be of assistance:
 - Estate planning
 - Long term care insurance
 - Long term care planning
 - Medicaid assistance/Medicare assistance
 - Medical directives (health care proxy, living will)
 - Competency and Guardianship
 - Retirement planning
 - Social Security assistance
- Many of the agencies listed here offer reduced cost or "pro bono" services for seniors.
- For other types of dispute resolution, such as landlord/tenant disputes or consumer complaints, **mediation services** can sometimes be an alternative to resolving these conflicts. There are many agencies with professionally trained staff who offer reduced cost or "pro bono" mediation services.

If you have additional questions, please contact:

Agencies serving Brookline elders:

- ☞ **Brookline Legal Assistance Bureau (BLAB)** **617-730-2777**
 - Volunteer local attorneys are available one morning a month (currently the first Wednesday) **at the Brookline Senior Center** to offer individuals expertise on matters of law as well as information and referral. There is no charge for this service and no appointment is necessary.
 - The Council on Aging also has a list of local attorneys who serve elderly clients. For information, please call 617-730-2777.
- ☞ **Boston College Legal Assistance Bureau** **781-893-4793**
 - 24 Crescent Street, Suite 202, Waltham, MA

LEGAL RESOURCES

- ☞ **Community Legal Services and Counseling Center** 617-661-1010
 - One West Street, Cambridge, MA www.clsacc.org
- ☞ **Disability Law Center** 800-872-9992
 - 11 Beacon Street, Suite 925, Boston, MA www.dlc-ma.org
 - Provides legal advocacy and assistance to disabled Massachusetts residents with disability related problems. DLC does not provide assistance with general legal issues such as divorce or estate planning.
- ☞ **Greater Boston Legal Services** 617-371-1234
 - 197 Friend Street, Boston, MA www.gbbs.org
 - Provides legal services to low income individuals and families.
- ☞ **Jewish Family and Children's Services Bet Tzedek** 781-647-5327
 - Access to free civil legal services for low income individuals throughout Greater Boston
 - Assistance with Housing, Government Benefits, Consumer Law, Immigration, Family Law, Domestic Violence, Elder and Probate Law
- ☞ **Legal Advocacy and Resource Center (LARC)** www.larcma.org
 - Hotlines: 617-603-1700 or 1-800-342-laws
 - Administrative: 617-603-1705
 - Telephone information and referral service.
- ☞ **Massachusetts Legal Help** www.masslegalhelp.org
 - Website provides general information on a variety of legal topics for Massachusetts residents.
- ☞ **Shelter Legal Services Foundation** 617-552-0623
 - 885 Centre Street, Newton, MA www.shelterlegalservices.org
 - Provides free legal assistance to homeless and low income individuals.

MEDIATION SERVICES

- ☞ **Attorney General's Elder Hotline** 1-888-243-5337
 - Staffed by senior volunteers who provide information and dispute resolution around a variety of topics including: consumer complaints, debt collection practices, health insurance, home improvement, and telemarketing.

LEGAL RESOURCES

- ☞ **Community Dispute Settlement Center, Inc.** **617-876-5376**
• 60 Gore Street, Suite 202, Cambridge, MA www.communitydispute.org
• Professionally trained mediators provide an alternative way to resolve conflicts. Mediators can provide assistance around issues involving family conflicts related to elder care, housing and neighborhood conflicts, workplace conflicts, divorce/separation, and consumer/commercial disputes. Services are confidential and cost is based on an individual's income.
- ☞ **Metropolitan Mediation Services** **617-241-0300**
Consumer Mediation Program
• Provides professional mediation services around family matters, neighborhood disputes, inter-business conflicts, workplace conflicts, health care provider/client conflicts. Referrals for assistance are accepted from individuals, courts, or other community agencies.
- ☞ **Newton-Brookline Consumer Office** **617-796-1292**
• Provides professional mediation services via telephone to consumers who have a dispute with a Massachusetts business. All services are confidential and free of charge. Office works in cooperation with the Massachusetts Attorney General's Office.
- ☞ **Israel Van Kooy & Day LLC** **617-277-3774**
• 1318 Beacon St. Suite 19 www.ivkdlaw.com
Brookline MA 02446
• Practice includes divorce, prenuptials, estate planning and probate, real estate, etc.
- ☞ **Lannik Law LLC** **617-658-2980**
• 2 Newton Place Suite 200 www.lanniklaw.com
Newton MA 02458
• Practice includes elder law, estate planning, long term care and special needs planning.
- ☞ **Wade Horowitz LaPointe LLC** **617-738-1919**
• 1309 Beacon St. 2nd floor www.wadehorowitz.com
Brookline, MA 02446
• Practice includes elder law, estate planning, probate issues, GLBT planning.

LESBIAN, GAY, BISEXUAL AND TRANSGENDER RESOURCES



Bisexual Resource Center

617-424-9595

29 Stanhope Street (in the Boston Living Center) www.biresource.net
Boston, MA

- Provides support to the bisexual community and raises public awareness about bisexuality and bisexual people.



Boston Prime Timers

617-447-2344

566 Columbus Avenue, Boston, MA 02118 www.bostonprimetimers.org

- A brotherhood of mature gay and bisexual men and their friends who join together for educational, support, and social activities.



Fenway Health

617-267-0900

Ansin Building, 1340 Boylston St., Boston, MA www.fenwayhealth.org

- Provides access to the highest quality health care, education, research and advocacy to the lesbian, gay, bisexual and transgender community and all people in our neighborhoods.



Helplines

Fenway Health's GLBT Helpline and The Peer Listening Line are anonymous and confidential phone lines that offer gay, lesbian, bisexual and transgender adults and youths a "safe place" to call for information, referrals, and support. In addition to issues like coming out, HIV/AIDS, safer sex and relationships, our trained volunteers also address topics such as locating GLBT groups and services in their local area.

Gay, Lesbian, Bisexual and Transgender Helpline

617.267.9001 Toll-free: 888.340.4528

Peer Listening Line

617.267.2535 Toll-free: 800.399.PEER

LESBIAN, GAY, BISEXUAL AND TRANSGENDER RESOURCES



GAYSCAPE

www.gayscape.com

- Worldwide search engine that provides information on a variety of gay, lesbian and bisexual information and resources.



LGBT Aging Project

617-522-1292

555 Amory Street, Jamaica Plain, MA

www.lgbtaging.org

- A non-profit organization dedicated to ensuring that lesbian, gay, bisexual and transgender older adults have equal access to life-prolonging benefits, protections, services and institutions.



Stonewall Communities at UMass Boston/OLLI

stonewallcommunities.org

- The Osher Lifelong Learning Institute (OLLI) at UMass Boston is a membership-based community of mature adults who enjoy learning and want to spend time with like-minded people.



Tiffany Club of New England (TCNE)

781-891-9325

PO Box 540071

www.tcne.org

Waltham, MA 02454-0071

- A social and support organization for the transgender community.

MEDICAL ESCORTS

- Medical escorts are volunteers or paid workers that accompany frail seniors to medical appointments when they are unable to travel independently and/or family members are unavailable to accompany.
- Escorts may be able to provide transportation so be sure to inquire.
- Escorts can assist seniors with checking in/checking out, scheduling any necessary follow up appointments and navigating the doctor's office/hospital system.
- Escorts can also simply provide supervision or companionship services to seniors to ensure that the process is a safe and comfortable one.
- When scheduling a medical escort, please be sure to give as much notice as possible (a minimum of 1-2 weeks). Remember that many escorts are volunteers and require time to plan their schedules.

If you have additional questions, please contact:



American Cancer Society

800-227-2345

Road to Recovery Program

www.cancer.org

- Provides transportation for cancer patients to their treatments and home again according to the needs and available resources in the community.
- Contact ACS at least 48 hours in advance of need.



Chestnut Hill Errands and More

617-874-0487

- Medical and non medical transportation. Charges \$30/hour, discount for senior center.

chestnuthillerrands@gmail.com



Home Escort and Linkage Program (HELP)

617-730-2752

Brookline Council on Aging

- Program can provide limited transportation to appointments, shopping, events, etc.
- Available to Brookline residents age 60 or older
- Initial home visit by HELP program representative is required to enroll
- Most workers charge \$14 per hour and must be retained for a minimum of two hours

MEDICAL ESCORTS



FriendshipWorks

617-482-1510

(Formerly Match Up Interfaith Volunteers)

www.fw4elders.org

- Program matches seniors with *volunteers* to accompany them to medical appointments. Transportation *may* be available, but in most cases seniors must arrange their own transportation.
- ***Contact Match-up as much in advance of appointment as possible, 1-2 weeks, to allow time for scheduling.***



Springwell Senior Medical Escort Program

617-926-4100

Contact: Wendy Adlerstein

www.Springwell.com

- Program matches frail seniors with *volunteers* to drive and/or accompany them to medical appointments between 9:00 AM-5:00 PM in Boston and the west suburban area.
- You must be over the age of 60
- Unable to get to medical appointments independently
- Be able to get in and out of a car with minimal assistance
- A donation of \$4.00 each way is requested and you are asked to pay for any tolls or parking fees.
- ***Contact program at least one week before the appointment to allow for scheduling.***

PLEASE NOTE: Many private pay home care agencies offer medical escort services for a fee. Please see our listing of private pay home care agencies on page 102 for more information.

MEDICATION

MEDICARE PART D PRESCRIPTION PROGRAM

FREQUENTLY ASKED QUESTIONS

Q: When can I enroll in a Medicare prescription drug plan?

A: Medicare holds an open enrollment period annually.

Q: Do I have to wait until the open enrollment period?

A: Certain individuals may be eligible to enroll in or switch Medicare Part D plans outside of this annual enrollment period. You can enroll three months PRIOR TO or three months FOLLOWING your 65th birthday. Others exempt from waiting for the open enrollment period may include Masshealth enrollees, Prescription Advantage members, Medicare Advantage plan members, or those who have involuntarily lost "creditable" coverage through no fault of their own. "Creditable" coverage means that your current prescription drug coverage is as good as or better than a Medicare Part D prescription plan.

Q: What can I do now to get ready?

A: Be familiar with the details of the prescription drug coverage you have now and what it costs. Make a list of all prescription drugs you currently take and their cost to you. Also be sure to talk with your physician about generic substitution.

Q: Should I enroll in a plan even if I have drug coverage now?

A: If you are enrolled in a health plan whose drug coverage is considered "creditable", you do not have to enroll in a Medicare D plan. If you are unsure contact your current health plan direct to inquire.

Q: How can I find out more?

A: Please review the list of resources provided on page 117.

A FEW THINGS TO CONSIDER...

- There are many Medicare prescription plan available, however not all plans will cover all medications. Individuals will have to compare plans and apply for the plan with the best coverage.
- Different plans may require you to pay monthly premiums, an annual deductible, varying co-payments, and gap coverage (the so-called "doughnut hole") so be sure to inquire before enrolling in a plan.

MEDICATION

MEDICARE PART D PRESCRIPTION PROGRAM

- If you do not voluntarily enroll in Part D when you are first eligible, there will be a penalty in the form of an increased monthly premium when and if you do decide to enroll.
- If you currently have a comparable or better drug benefit through a retirement plan, you will not be penalized if your retirement plan changes and you need to join Part D at a later time.

FINANCIAL ASSISTANCE FOR LOW INCOME INDIVIDUALS

- **EXTRA HELP** (or the low-income subsidy) is the name of the Part D assistance program for individuals who meet certain income and asset guidelines.
- Individuals who qualify for "extra help" will have reduced premiums, deductibles, co-payments, and overall out of pocket expenses.
- You will need to show proof of income and assets when applying.
- You can obtain an extra help application by contacting Social Security at 1-800-772-1213.
- **PRESCRIPTION ADVANTAGE** is the state funded prescription assistance program for Massachusetts residents age 65 and older.
- Individuals who qualify for Prescription Advantage may receive assistance with gap coverage. **You can apply for Prescription Advantage at any time of the year (see page 144).**

If you would like additional information, please contact:

☎	Brookline Council on Aging SHINE (Serving the Health Information Needs of Elders) trained volunteer counselors are available every week at the Senior Center to help individuals understand their Medicare and health insurance options. To make an appointment, call 617-730-2777.	617-730-2777
☎	MCPHS Pharmacy Outreach Program (formerly MassMedline)	866-633-1617
☎	Medicare	800-Medicare www.medicare.gov
☎	Prescription Advantage	800-243-4636
☎	Social Security Administration	800-772-1213 www.ssa.gov

MEDICATION



MCPHS (Mass College of Pharmacy)

866-633-1617

Pharmacy Outreach Program (Formerly MassMedline)

- This is a free, confidential information and referral service available to all Massachusetts residents who are seeking information regarding their medications.
- If possible have the following information ready when you call:
 - ✓ Your social security number
 - ✓ Your physician's name and telephone number
 - ✓ A list of your prescription medications
 - ✓ Your monthly income and health insurance information
- Trained case managers can assess which prescription assistance programs you are eligible for and assist you with completing the necessary applications over the telephone. The staff will also contact your physician's office for assistance with the application process and to discuss less expensive medication alternatives.
- **Pharmacy Outreach Program staff members are also available to help you sort out whether or not the Medicare Part D prescription benefit is right for you.**
- You may also contact the program's pharmacists if you have questions about a medication you are taking or if you are concerned about the interactions of any medications your physician has prescribed.

If you would like additional information, please contact MCPHS Pharmacy Outreach directly.

PATIENT ASSISTANCE PROGRAMS

- Patient Assistance/Indigent Med programs offer free or reduced costs medications to individuals directly from the manufacturer of that drug.
- Program applications always need to be signed by the prescribing doctor therefore you should speak with your doctor's office directly about his/her willingness to assist with the application process.

MEDICATION

PATIENT ASSISTANCE PROGRAMS (cont.)

- Most programs have income guidelines that vary widely by manufacturer. Assets such as, bank accounts, stocks, and/or life insurance, are generally not counted.
- Most programs *will not* provide free or reduced cost medication if you have other prescription coverage (i.e., Medicare Part D plan, Prescription Advantage).
- WWW.NEEDYMEDS.ORG is a clearinghouse website that provides access to most patient assistance program applications. Individuals can assess eligibility based on stated criteria and print out application for completion as appropriate. Please note however that www.needymeds.org *DOES NOT* supply medications or financial assistance.
- MCPHS Pharmacy Outreach can also help to assess which programs you are eligible for and will contact your physician on your behalf to assist with the application process.
- If you are eligible, you will usually receive a 3-month supply of the manufacturer's medication once your application has been approved. Most companies deliver medications directly to the doctor's office for pick up however a few companies will now deliver the medication to your home.
- Most companies require that a new application be submitted by your doctor's office every 3 months and that is why it is important to have your doctor in agreement regarding ongoing participation.

If you would like additional information, contact your physician's office.

☞ PRESCRIPTION ADVANTAGE PROGRAM

800-243-4636

www.800ageinfo.com

- Prescription Advantage is the state-funded prescription assistance program for Massachusetts residents age 65 and older. Prescription Advantage is also available to those under age 65 who are disabled.
- **INDIVIDUALS CAN APPLY AT FOR PRESCRIPTION ADVANTAGE AT**

MEDICATION

PRESCRIPTION ADVANTAGE (cont.)

ANY TIME OF THE YEAR. PRESCRIPTION ADVANTAGE MEMBERS CAN CHANGE THEIR MEDICARE PART D PLAN ONCE PER YEAR IN ADDITION TO MEDICARE'S ANNUAL OPEN ENROLLMENT PERIOD.

- **TO BE ELIGIBLE**, all Medicare beneficiaries must enroll in a Medicare Part D plan or be enrolled in another "creditable" drug plan. **Individuals must also meet certain income guidelines.**
- Prescription Advantage acts as the **SECONDARY** prescription drug insurance coverage for all members who are Medicare beneficiaries. The member's **MEDICARE PART D** prescription drug plan is the **PRIMARY** prescription drug insurance coverage.
- Coverage is also available for individuals who are *not eligible* for Medicare (i.e., those who have prescription coverage through an employer, etc.)
- Prescription Advantage members are divided into 6 levels (S0-S5) according to income. There is no cost for membership in Prescription Advantage, except for those in the S5 level; their premium is \$200 **ANNUALLY**. Members in S0 and S1 are eligible for "Extra Help" and "Extra Help" pays all the charges for S0 members except for benzodiazepines, which are paid by Prescription Advantage. (Benzodiazepines will be covered by Medicare plans in 2013.) S1 members receive "Partial Extra Help" and Prescription Advantage pays their copays. S2-S4 members receive copayment assistance once they reach the "donut hole". Prescription Advantage pays full drug costs after they reach their out of pocket limit, as Prescription Advantage does for members in groups S1-S4.

If you would like additional information, please contact Prescription Advantage directly.

MEDICATION

DONATIONS OF UNUSED MEDICATIONS

- ☞ **AIDS Action Committee** 617-437-6200
75 Amory Street, Boston, MA 02119
Provides an all-hours drop-off box for donations of medications that are used for HIV-related medical conditions, including certain types of cancer and opportunistic infections.

HOME DELIVERY PHARMACIES

- ☞ **JE Pierce Apothecary** 617-566-4080
1180 Beacon Street, Brookline, MA www.jepierce.com
Offers home delivery in Brookline. There may be a small fee for delivery so please call for more information. Also does custom compounding, but requires 24-48 hours (call 617-608-3022 for details).
- Pierce PHARMACY HOUSECALLS:** Program that provides in-home medication management to individuals who are unable to pre-pour their own medications or may need medication reminders. Home visits from 6th-year pharmacy students can be scheduled to provide assistance with medication regimes. There may be a fee for this program. Individuals do not need to receive their medication from Pierce in order to participate.
- ☞ **Sullivan's Pharmacy** 617-323-6544
One Corinth Street, Roslindale, MA www.sullivanspharmacy.com
Offers bubble-packed (pre-poured) medications and pre-filled blister packs for individuals who are unable to manage these tasks independently. Also does some custom compounding for people and pets. Delivery available.

MENTAL HEALTH

The physical, emotional, and social changes that occur as we age often have a tremendous impact on an individual's mental health. As a result, depression and anxiety are all too common mental health conditions amongst the elderly today.

If you are experiencing depression and anxiety or you have another long-standing mental illness, finding support is the most important thing you can do for yourself. There are many different types of assistance available and trained, licensed staff at any of the following facilities can assess what type of assistance is best for you.

OUTPATIENT MENTAL HEALTH FACILITIES:

- ☞ **The Brookline Community Mental Health Center** **617-277-8107**
41 Garrison Road, Brookline, MA www.brooklinecenter.org
Intake coordinator: Anne Donnelly, LICSW
 - Offers individual, couples, family and group psychotherapy services to adults and children. Psychopharmacology for adults and children, mediation services and community outreach services are also available.
 - Staff includes licensed psychologists, social workers, psychiatrists, nurses, mediators, and educators.

- ☞ **Bournewood Hospital** **800-468-4358**
300 South Street, Brookline, MA www.bournewood.com
 - Offers individual, family, and group psychotherapy services for emotional and mental health issues as well as substance abuse or chemical dependency.
 - Inpatient, intensive outpatient, and partial hospitalization services are available through the Hospital if necessary.
 - Staff includes licensed psychiatrists, psychologists, social workers, nurses, and mental health counselors

MENTAL HEALTH

PARTIAL HOSPITALIZATION PROGRAMS

- Partial hospitalization programs are designed to provide more intensive, structured mental health services to individuals with the goal of avoiding an inpatient psychiatric hospitalization.

PARTIAL HOSPITALIZATION (continued)

- Partial hospitalization programs are also designed to provide additional stability to individuals upon their return home following a psychiatric hospitalization.
- Programs are generally time limited and covered by most insurance.

If you would like additional information, please contact:

- ☞ **Arbour HRI** **617-731-3200**
 - **Partial Hospitalization Program and In Patient** www.arbourhealth.com
 - Arbour HRI no longer offers partial hospitalization program for individuals age 60 or older. Program is now open to adults age 20 or older.
 - Individuals attend a day program 3-5 days per week as recommended by their physician.
 - Program is time limited (2-12 weeks in duration).
- ☞ **Senior Aging Gracefully Everyday (SAGE)** **617-855-2327**
 - McLean Hospital Geriatric Psychiatry Partial Hospitalization Program**
115 Mill Street in Belmont, MA www.mclean.harvard.edu
 - Offers specialized individual and group treatment for individuals age 60 or older who are suffering from major depression, anxiety disorders, bipolar disorders, paranoid disorders, and psychotic disorders.
 - Individuals attend a day program 2-5 days per week from 9:30a.m.-1:30p.m. as prescribed by their attending psychiatrist.
 - Transportation may be available to those who live within a 45-minute radius of Boston.

MENTAL HEALTH



McLean Memory Diagnostic Clinic

617-855-2300

- Education, treatment and follow up of outpatients with mild to moderate memory impairments.

ELDER SUICIDE AND PREVENTION

Elder suicide is a subject that is not discussed enough and is often avoided by seniors and their families and friends. It is a real issue, though, that affects elders of any sex or socioeconomic background. The frustrations faced by many suicidal elderly can also affect their families and friends who sometimes do not know the right ways in which to help and can experience many immediate and long-term effects of anxiety, guilt, and traumatic grief. Elders who contemplate, attempt, and complete suicide face risk factors that can include loneliness, physical illness, stress, loss of relationships, disappointing experiences, and alcohol or other drug issues. These factors together with elders living longer and expecting the worst from aging increases the risk for suicide for this population.

Improving our ability to recognize and respond to crisis can save many lives.

Be aware of the following characteristics of possible suicide risk:

- 1) Sad, dejected, or emotionally flat mood
- 2) Stooped, withdrawn, fatigued, lack of eye contact
- 3) Careless in grooming and dress
- 4) Restlessness, hand wringing, constant motor activity
- 5) Inattention, lack of concentration, losing the thread of the conversation
- 6) Loss of appetite/weight
- 7) Sleep disturbance (insomnia or oversleeping)
- 8) Loss of interest in activities that previously were pleasurable
- 9) Loss of interest in other people
- 10) Preoccupied with vague and shifting physical complaints

MENTAL HEALTH

The following guidelines are offered for assistance with suicide prevention:

- 1) Take a suicidal concern seriously by giving the person your time and attention.
- 2) Do not react in a way that will intensify a suicide attempt by belittling, daring, or suggesting that the person won't do so.
- 3) Do not inject value judgments when a person is confiding suicidal thoughts.
- 4) Do not let a person's "good reasons" for suicide get in the way of prevention.
- 5) Take an active listening role to show the person that you are there for them.
- 6) Have the suicidal person take a short reprieve from a stressful situation, along with offering them counseling, both of which can be conducive to their recovery.

We can do much to identify high suicide risk and to help provide alternatives. This will help in elders understanding that suicide is not the solution. After all, people do not reach older adulthood unless they have resilience.

It is also good to be aware of the resources in the community, such as 24/7 crisis hotlines, suicide prevention centers, mental health specialists, and educational programs. Please contact the following community resources for assistance:

Call 911 if you feel the risk of suicide is imminent.



Boston Emergency Services Team
85 East Newton Street
Boston, Massachusetts 02118

1-800-981-HELP

MENTAL HEALTH

Boston Emergency Services Team (cont.)

Provides a 24-hour service for adults in need of immediate psychiatric evaluation, crisis intervention and treatment, and information and referrals. Also provides an Urgent Care Center, a mobile crisis team, a short term Crisis Stabilization Unit, and referral for ongoing treatment.

OTHER MENTAL HEALTH SERVICES:

- ☞ **Brookline Council on Aging** **617-730-2777**
93 Winchester Street www.brooklinema.gov
Brookline, Massachusetts 02446 Contact: Sue Welpton
Provides information and outreach; psycho/social assessments; short-term counseling; and crisis intervention services.

- ☞ **Jewish Family And Children's Services** **781-647-5327**
1430 Main Street www.jfcsboston.org
Waltham, MA 02451
 - Professional staff of licensed clinical social workers and geriatric psychiatrists
 - Multi-lingual capacity in Hebrew and Russian
 - Most insurances accepted
 - Offers homebound seniors services in their homes

- ☞ **Springwell (Area Agency on Aging)** **617-926-4100**
125 Walnut Street, www.springwell.com
Watertown, Massachusetts 02472
Provides information and resources, as well as social services through the Protective Services Program, contracts out mental health services to Crossroads Counseling Center.

- ☞ **Samaritans, Inc.** **617-247-0220 or 1-877-870-4673 (HOPE)**
235 Walnut Street , Framingham, MA www.samaritanshope.org

MENTAL HEALTH

Other 24-Hour Hotlines:

- ☞ **National Suicide Prevention Lifeline**
1-800-273-TALK (8255)
- ☞ **National Hopeline Network**
1-800-SUICIDE (784-2433)
- ☞ **CrisisLink**
703-527-4077

MOVING RESOURCES

- Most moving companies charge an hourly rate for local moves within Massachusetts. Rates for long distance moves (out of state) are often calculated based on the weight of items being transported.
- **Hourly rates vary** by company and **may be based** on the **number of movers and trucks** required **OR** the **time of year, time of month and day of the week** for which the move is scheduled.
- Rates are **generally higher** during the **summer months** and on **weekends** at the **beginning and end of each month** due to the high demand.
- Moving companies may require a minimum number of hours when contracting for moving services so be sure to inquire.
- Most companies will also charge their hourly rate for travel time to and from a job.
- Moving companies generally offer **packing services**, however they use their own packing supplies and you are required to pay the cost of any supplies used. Hourly rates may be different for packing services so be sure to inquire in advance.
- Be sure that your moving company is both licensed and insured.
- Most companies will provide references upon request. Be sure to check at least two references for each company being considered before making your final decision. And check with relatives and friends who have moved recently.

If you would like additional information, please contact:

MOVING COMPANIES

☞	Brookline Moving Company 47 Unity Ave, Belmont, MA , 02478	617-566-6922 www.brooklinemoving.com
☞	Carmel Movers 65 Sprague Street, Hyde Park, MA 02136	800-287-2042 617-783-0344 www.carmelmovers.com
☞	Gentle Giant 29 Harding Street, Somerville, MA 02143	617-661-3333 800-442-6863 www.gentlegiant.com

MOVING RESOURCES

- ☞ **Isaac's Relocation Service** 781-466-7034
181 Campanelli Parkway, Stoughton, MA 02072 781-436-4700
isaacsrelocation.com
- ☞ **Roadrunner Moving and Storage** 617-242-2882
50 Terminal Street, Building One First Floor 800-242-6164
Charlestown, MA 02129 www.roadrunnerworldwide.com

DISCOUNTED MOVING SERVICES

- ☞ **Moving Up (Solutions at Work)** 617-492-0300, ext. 1
<http://solutionsatwork.org/our-programs/moving-services/>
- ☞ Moving Up provides quality, affordable moving services to homeless and low-income families and individuals living in Eastern Massachusetts. We pick up and transport items from:
- Emergency Shelters
 - Hotels
 - Private Homes
 - Storage Facilities
 - Furniture Banks
- Most of our movers have experienced homelessness themselves, making them highly sensitive to the unique challenges often faced by our clients. They make every effort to treat our clients with respect and compassion and handle their belongings with utmost care. Insured and licensed within the State of MA. We perform 400 moves annually.

MOVING RESOURCES

SENIOR MOVE MANAGERS

These professionals can help you manage the “process” of moving including developing a plan for moving, sorting, organizing and disposing of items as appropriate, providing professional packing services, arranging for and overseeing professional movers and assisting with unpacking and set up in an individual's new location.

- ☞ **National Association of Senior Move Managers** www.nasmm.com
877-606-2766
Website provides general information on senior move managers as well as a more comprehensive listing of local individuals or companies that provide these services.
- ☞ **Hands of Change (a division of Gentle Giant)** 617-806-1108
Somerville, MA 800-442-6863
www.handsofchange.net
- ☞ **It's Your Move, Inc.** 508-651-8921
Natick, MA www.itsyourmoveinc.com
- ☞ **A Thoughtful Move, LLC** 617-285-4094
Waltham, MA www.athoughtfulmove.com
- ☞ **The Move Maven** 617-455-1964
University Road Brookline www.movemaven.com

MOVING RESOURCES

CLUTTER MANAGEMENT SERVICES

(See our entire section on clutter management)

- ☞ **Inbox Organizing, Inc.** 617-388-6624
Contact: Laurie Probststein www.inboxorganizing.com
- ☞ **Organizing Specialists and Senior Downsizing, LLC** 978-828-1683
Contact: Helene Y. Parenteau www.organizingspecialists.com
- ☞ **Sort it Out** 617-332-7500
1234 Boylston St. www.sortitoutnow.com
Newton, MA 02467

CLEAN OUT SERVICES

- ☞ **1-800-GOT-JUNK** www.1800gotjunk.com
800-468-5865
- ☞ **Clean Out Your House** 781-826-3120
Contact: Larry DeRoche www.cleanoutyourhouse.com
- ☞ **We Get Rid Of It** 866-952-8400
www.wegetridofit.com
- ☞ **Final Pick Services** 508-588-0007
7 Bodwell St www.finalpickservices.com
Avon, MA
- ☞ **Boston Estates Cleanouts** 617-307-4463
877-617-0005
www.bostonestatescleanouts.com

MULTICULTURAL PROGRAMS AND SERVICES

☞ **Brookline Senior Center**

617-730-2770

A variety of multicultural programs are offered at the Senior Center:

- Chinese Programs (run by the Greater Boston Chinese Golden Age Center) on Mondays at 12:30 pm. Past offerings included citizenship classes and Chinese language classes.
- English As A Second Language Groups (contact Julie Washburn 617-730-2760 for more information)
- French Conversation Tuesdays at 12 pm
- Russian Tea Room Thursdays at 1:30 (call 617-730-2106 for more information)
- Spanish Immersion (preregistration is required. Call 617-953-7016 to register). Offerings include Beginners 1 and 2 classes, One to One conversation matches, a basic computer class, and Latin instrumental and vocal music class.

☞ **Jewish Family and Children's Services**

781-647-5327

- **Schechter Holocaust Services:** Free comprehensive social service assistance to survivors and their families.
- **Legacies:** offers visits and gift baskets to survivors on Jewish holidays, as well as other community services.
- **Russian Community Services**
- **Russian Elder Services**

☞ **Greater Boston Chinese Golden Age Club**

617-357-0226

Offers the following services and programs for Asian elders including round trip transportation to program sites:

- Adult Day Health/Social Day Care
- Alzheimer Education and Outreach
- Boston Neighborhood Walk
- Caregiver Services

MULICULTURAL PROGRAMS AND SERVICES

Greater Boston Golden Age Center (cont.)

- Congregate Housing
- Drop in Services
- ESL/Citizenship Assistance
- Health Education
- Medicare/ Medicaid Outreach and Education (including SHINE)
- Nutrition
- Recreational Activities
- Senior Community Service Employment Program
- Social Services and Outreach

☞ ESL Conversation Groups are held at local public libraries

- **Public Library of Brookline** www.brooklinelibrary.org
Classes are listed on the website calendar
Main Library: 617-730-2369
Coolidge Corner Branch: 617-730-2380
Putterham Branch: 617-730-2385
- **Boston Public Library** www.bpl.org
Honan-Allston Branch: 617-787-6313
Brighton Branch: 617-782-6032
Call the library for group meeting times.

PARTNERS IN CARE THE LGBT AGING PROJECT

The Brookline Council on Aging recognizes the efforts of all our program collaborators and we are grateful for their support. Each year we choose one of our many community partners and provide you with an overview of their organization, programs and services. This year our partner in care is the LGBT Aging Project.

The LGBT AGING PROJECT

555 Amory Street
Jamaica Plain, MA 02130

617-522-1292

www.lgbtagingproject.org

The LGBT Aging Project was founded in 2001 by a group of advocates from both the aging service network and the LGBT community who recognized that lesbian, gay, bisexual and transgender older adults are invisible to mainstream elder service providers and that older LGBT's are invisible within the LGBT community as well. It is a non-profit organization dedicated to ensuring that lesbian, gay, bisexual and transgender older adults have equal access to the life-prolonging benefits, protections, services and institutions that their heterosexual neighbors take for granted.

OUTREACH AND LGBT COMMUNITY PROGRAMS

LGBT Bereavement Support Groups:

☞ Free 8 week groups that meet in various locations across the state. Groups are led by a licensed independent clinical social worker with expertise in bereavement issues in the LGBT community. All groups are free and open to any lesbian, gay, bisexual or transgender individuals who have experienced the loss of a loved one (family member, friend, partner/spouse). Pre-registration is required. Call 617-477-6610 for locations and pre-registration. The LGBT Bereavement Groups are funded by the Mass Department of Public Health and facilitated by Ethos and The LGBT Aging Project.

PARTNERS IN CARE THE LGBT AGING PROJECT

☞ **Caregiver Support Group:** A free monthly group that welcomes members to talk about the impact of providing care for a partner, parent, friend or spouse. The group meets the first Mon. of the month (except when Mon. is a holiday), from 6 pm-7:30 pm in Jamaica Plain. Contact the group facilitator Joanne Peskowitz at 617-271-4182 for more information.

☞ **Health and Wellness Programs: Healthy Aging In The LGBT Community:** The LGBT Aging Project offers a number of evidence-based courses designed to help LGBT older adults lead healthier and more vibrant lives. Previous course offerings include Healthy Eating and Memory Training. Courses are free and require preregistration. The Healthy Aging In The LGBT Community Program is funded by Tufts Health Plan Foundation.

☞ **LGBT Community Meals:** As part of the Open Door Task Force training program, The LGBT Aging Project offers consultation and technical assistance for agencies who wish to launch an LGBT-friendly community meal program. Currently there are 8 LGBT friendly community meals across Massachusetts. For a complete listing of locations, dates and times visit: www.lgbtagingproject.org

TRAINING

☞ **Open Door Task Force:** A series of interactive consultation sessions designed to support mainstream elder service providers to develop the institutional capacity to serve LGBT clients and their caregivers with dignity and respect. This training is available for private and state-funded providers.

☞ **Community Education Seminars:** The LGBT Aging Project offers Community Education Seminars for both mainstream and LGBT audiences and service providers. These individual offerings offer interactive, in-service style presentations for groups who wish to learn more about issues of LGBT Aging and Caregiving.

PARTNERS IN CARE THE LGBT AGING PROJECT

∞ Community Education Seminars (cont.)

Some of our most popular presentations include:

- **Gay and Gray: What You Need to Know About Lesbian, Gay, Bisexual and Transgender Elders**
- **Caregiving 101: What you need to know about Lesbian, Gay, Bisexual and Transgender Caregivers.**
- **Real People, Real Stories: The Lives of Lesbian, Gay, Bisexual and Transgender Caregivers**

∞ **Senior Speakers Bureau:** Many of our presentations and seminars feature a panel of older LGBT's who are willing to share their experiences with audiences who want to learn more about the lives of LGBT elders. If you are interested in sharing your story, consider joining the LGBT Senior Speakers Bureau, training is provided.

Resources:

∞ **LGBT Aging Resources:** For a detailed list of local and national organizations dedicated to issues of LGBT Aging and Caregiving as well as a number of helpful books and videos please visit:

www.lgbtagingproject.org

If you would like more information about any of the programs mentioned above or if you would like to speak with someone about volunteer or internship opportunities or to speak about options for donations or planned giving please call our office at (617) 522-1292 or visit us online at

www.lgbtagingproject.org. Thank you!

PERSONAL EMERGENCY AND SAFETY SYSTEMS

- If you are experiencing an immediate emergency **DIAL 911**.
- There are many emergency and safety systems that can be of assistance to seniors that include programs available to Norfolk County residents such as daily telephone reassurance program (Are You Okay); a listing of emergency medical information for the front of your refrigerator through the Brookline COA (File Of Life); and a program from the Brookline Police Department and the Brookline COA (HomeSafe) that offers a tracking device that a person at risk of wandering can wear that will enable the police to locate them should they get lost;
- Personal Emergency Response Systems (PERS) are safety devices used in the event that you become ill or have an accident in your home and you are unable to reach the telephone to call for help.
- The PERS consists of a speaker (about the size of an answering machine) that is connected to your telephone and a small button device that can be worn as a pendant or as a bracelet.
- If you are in need of assistance, you simply push the button on the pendant/bracelet and the PERS representative responds to your request over the speaker.
- If you need help, they will contact an ambulance for you. You will also be asked in advance to provide them with an emergency contact to call on your behalf. If you are unable to respond verbally to the PERS representative, an ambulance will automatically be sent out to assist you.
- If you accidentally push the button, just let the representative know and they will cancel your call.
- Some PERS have more advanced features such as medication reminders or daily check-in telephone calls. Other systems utilize motion sensors and will alert emergency personnel if there does not appear to be "normal" activity throughout the individual's home. Inquire directly regarding additional cost for such features.
- Many PERS providers accept Medicaid (Masshealth) to cover the monthly service costs and occasionally local Aging Services Access Point agencies

PERSONAL EMERGENCY AND SAFETY SYSTEMS

(i.e., Springwell, Boston Senior Home Care) can provide service free of charge to clients. If you do not qualify for either of these options, you must private pay for your PERS.

Prospective purchasers should check current installation costs, monthly rates, and any maintenance, replacement, or other charges that may apply. There may be discounts for Council on Aging or other referrals. Some services may require contracts for various periods of time.

If you would like additional information, please contact:

- | | | |
|---|---|---|
| ☞ | ADT Companion Services | 877-678-6952 |
| ☞ | Be Safer at Home | 866-513-7377
www.besaferathome.com |
| ☞ | CVS Medical Alert System | 800-283-2300
www.medicalalertsystm.com |
| ☞ | Link to Life | 888-337-5433
www.link-to-life.com |
| ☞ | LogicMark | 800-519-2419
www.logicmark.com |
| | Offers a pendant that you buy and wear that can either connect you to 911 (Guardian Alert 911) or to a family, friend or 911 (Freedom Alert) through you regular home phone. There is a onetime cost to purchase the pendant for either system. | |
| ☞ | Mt. Auburn Lifeline (Brookline Lifeline provider) | 617-499-5525 |
| | For areas other than Brookline, check with Lifeline services - general sales | 800-587-5128 |
| ☞ | New England Emergency Response Systems, Inc. | 800-888-0338
www.neers.com |
| ☞ | Partners Home Care Lifeline | 781-290-4000
www.partnershomecare.org |

PODIATRY SERVICES

Routine foot care such as nail and callous trimming often becomes increasingly difficult as people age and the services of a podiatrist may become necessary. With *few exceptions, Medicare does not cover the cost of routine foot care.* Generally speaking, only podiatry services for diabetic individuals are covered due to the associated health risks. Please be sure to check with your podiatrist to see whether or not your care is eligible for coverage under your Medicare benefit.

If you would like additional information, please contact:

- ☞ **Brookline Council on Aging** **617-730-2777**
 - Dr. McLoughlin provides routine foot care the FIRST and THIRD Monday of each month from 9am-12pm at the Brookline Senior Center.
 - Visits are by appointment only.
 - Appointments are 15 minutes long and the cost is \$30.00 per visit.
 - Please contact the Council on Aging to schedule an appointment.

- ☞ **Dr. Scott Geary** **617-628-7268**
 - Dr. Geary does home visits exclusively.
 - **Private Pay Rates:**
 - Home Visits \$95 initial assessment
 - \$35 subsequent routine visits if you pay at time of visit; \$40 subsequent routine visits if you ask to be billed for visit.

- ☞ **Dr. Joseph Hartigan Jr.** **617-566-5233**
317 Washington Street, Brookline, MA
 - **Private Pay Rates:**
 - Office Visits \$60 initial assessment
 - \$35 subsequent routine visits
 - No longer does home visits.

REAL ESTATE TAX EXEMPTIONS and OTHER REAL ESTATE and INCOME TAX RELIEF FOR SENIORS*

- Applications for real estate tax exemptions are available from the Town of Brookline Assessors Office (Town Hall, Room 215) or via the Town's website (www.brooklinema.gov).
- As a courtesy, the Assessor's Office mails applications to residents who have received an exemption in previous years.
- Those applications are mailed out in summer; however it is the taxpayer's responsibility to submit an application in a timely manner.
- The following is a summary of available real estate tax exemptions and the tax deferral option, under Chapter 59, Section 5, of the Massachusetts General Laws. For more detailed information, please call the Assessor's Office at 617-730-2060.
- Sections I-IV below are offered by the Town of Brookline. Section V is a Commonwealth of MA program.

This tax relief refers to the reduction in taxes that occurs when the taxes are computed on the assessed value of the owner's residence less the "Residential Exemption", rather than on the full assessed value of the property.

Section 5C: Residential Exemption

- ✓ A taxpayer must own and occupy the property as their primary residence as of the prior January 1st.
- ✓ Tax paid must be at least 10% of bill.
- ✓ Residential exemption applies also to condominiums and multifamily homes.
- ✓ You can take the residential exemption plus NO MORE THAN ONE of the other exemptions itemized in Section II. Please note Tax Deferral is NOT considered an exemption.

A home owner who qualifies for one of the following would receive a specific rebate amount ranging from \$175 to \$1000¹, depending on the exemption. A tax payer may qualify for and receive only one statutory exemption outlined in this Section. However, if you qualify for either Clause 17D or Clause 41C, you may also receive 20% off your water/sewer bill.

* Taken from: Town of Brookline Board of Assessors Summary of Real Estate Tax Exemptions for Elderly and Others

REAL ESTATE TAX EXEMPTIONS and OTHER REAL ESTATE and INCOME TAX RELIEF FOR SENIORS*

Clause 17D: Surviving spouse, minors, or persons 70 years of age or older

- ✓ Own and occupy property for 5 years.
- ✓ Eligible seniors must be 70 years old as of July 1st for the current fiscal year.
- ✓ Surviving spouses and surviving minors are eligible.
- ✓ There are estate limits (value of assets as of July 1st) to qualify. For example, in Fiscal Year 2013, a taxpayer's whole estate cannot exceed \$53,191 excluding their domicile.
- ✓ There is no annual income limitation.

Clause 22 and 22A-E: Disabled Veteran

- ✓ Must have VA certificate and be at least 10% disabled.
- ✓ Must have been a Massachusetts resident prior to military service or for 5 years prior to filing.
- ✓ Must own and occupy property as of July 1st for the current fiscal year.

Clause 37A: Legally Blind

- ✓ Taxpayer must own and occupy the property and be LEGALLY blind.

Clause 41C: Senior Persons and Surviving Spouses

- ✓ Taxpayer must own and occupy the property as of July 1st for the current fiscal year, have lived in Massachusetts continuously for 10 years AND occupied the residence for 5 years.
- ✓ Eligible seniors must be 65 years old as of July 1st for the current fiscal year.
- ✓ There are both income limits and whole estate limits to qualify.

Tax Deferral is not an exemption. The full taxes owed must eventually be paid.

Clause 41A: Tax Deferral

- ✓ Taxpayer must own and occupy the property and be 65 years old.
- ✓ Must have owned property in Massachusetts for 5 years.

REAL ESTATE TAX EXEMPTIONS and OTHER REAL ESTATE and INCOME TAX RELIEF FOR SENIORS*

Clause 41A: Tax Deferral (cont.)

- ✓ Income limits apply.
- ✓ All or part of tax can be deferred.
- ✓ Any taxes deferred may be subject to interest.
- ✓ A lien is placed on the property
- ✓ Deferred taxes must be repaid when property is sold, transferred or upon demise of the owner.
- ✓ Please note: You can be enrolled in the Tax Deferral Program AND receive other exemptions.

IV. You may be enrolled in this program and also receive an exemption listed in Section II above.

Tax Work-Off Program for Seniors

- ✓ Homeowners age 60 as of July 1st of the Tax year and over with an income of \$40,000¹ and under in the previous calendar year will receive \$1000.00¹ off their property tax bill by volunteering 125¹ hours of service during the fiscal year (July 1 - June 30) to town agencies and departments.
- ✓ Jobs are offered in a variety of departments and opportunities range from clerical work to outdoor beautification projects such as gardening and graffiti removal.
- ✓ All applicants will be screened and matched with appropriate community job opportunities.
- ✓ Requests will be considered on a first come, first serve basis for the limited program slots that the town has set aside.
- ✓ For questions or to apply, please call Deidre Waxman at 617-730-2767.

V. **The Circuit Breaker tax credit** is a Commonwealth of MA Program which offers a state income tax credit for eligible seniors who paid rent or real estate taxes during the tax year. The eligibility requirements and computation of the tax credit/rental subsidy are clearly outlined in the

* Taken from: Town of Brookline Board of Assessors Summary of Real Estate Tax Exemptions for Elderly and Others

REAL ESTATE TAX EXEMPTIONS and OTHER REAL ESTATE and INCOME TAX RELIEF FOR SENIORS*

V. Circuit Breaker Tax Credit (cont.)

MassResources.org web site:

<http://www.massresources.org/circuit-breaker-tax-credit.html>

You may also call the Department of Revenue at 617-887-6367 or toll-free 1-800-392-6089 for information.

This program is independent of the Town of Brookline exemptions, and may be taken in addition to those if eligible.

- ✓ Eligible seniors must own or rent a residential property in MA as a primary residence, and must be 65 years old or older by the end of the tax year
- ✓ There are income limits for single/head of household/joint filers. For example in 2011 the limits were \$52,000/\$65,000/\$78,000¹. You must file a return with Schedule CB to claim a refund even if you do not owe taxes.
- ✓ The credit or subsidy is a dollar for dollar match, up to a specified maximum amount (for example, in tax year 2011, the maximum credit was \$980¹)
 - for the amount paid *by owners* over 10% of income for property taxes + water/sewer,
 - for the amount paid *by renters* if 25% of the annual rent exceeds 10% of their annual income

You are NOT eligible if you:

- ✧ receive federal or state rent subsidy directly; or live in a property-tax exempt facility
- ✧ are married but do not file jointly for this credit
- ✧ are a dependent of another tax filer
- ✧ own property which is assessed at a specified value, for example \$729,000¹ or more on January 1, 2011

¹ These figures are adjusted annually.

RESIDENTIAL CARE HOMES/REST HOMES

Residential Care Homes, traditionally called Rest Homes, provide housing, meals, laundry, and housekeeping services. They have staff who are able to help with bathing, scheduling medical appointments and capable of administering medications. Staff are available 24 hours a day to provide resident assistance if needed. Affordable options are available.

Local Residential Care Homes/Rest Homes:

- ☞ **Hale House** 617-536-3726
273 Clarendon Street www.halebarnard.org
Boston, MA 02116
- ☞ **Mt. Pleasant Home** 617-522-7600
301 South Huntington Ave www.mountpleasanthome.org
Jamaica Plain, MA 02130
- ☞ **Pettee House** 617-527-0023
277 Elliot Street www.stoneinstitute.com
Newton, MA 02464
- ☞ **Sophia Snow House** 617-323-1354
1215 Centre Street www.sophiasnowplace.org
West Roxbury, MA 02132

RESPIRE SERVICES

- Respite care provides temporary “relief” assistance to the caregivers of seniors with chronic illnesses. Respite services allow caregivers an opportunity to run errands, go shopping, or in some cases, take a much needed vacation.
- Respite care *may* include meal preparation, assistance with personal care, housekeeping, recreational programming, and a supervised environment.
- Respite services can be provided at home or at an outside facility such as an assisted living, adult day care program or nursing home.
- The length of a respite care stay in an outside facility can vary from one week to one month. Adult day health or in-home respite services may be available on an ongoing basis for one or more days each week.
- Costs vary and can range from \$170-\$390 per day or more for nursing home or in-home respite care, and from \$65-\$70 per day for adult day health programs.

If you would like more information, please contact:



H.E.L.P. Program (Home and Escort Linkage Program) 617-730-2752

- You must sign up with the program, which requires a home visit, before being able to use the service.
- Provides in home companionship for \$12 per hour.
- Clients must be age 60 or older and residents of Brookline.
- Respite workers are UNABLE to provide any type of personal care.
- There is a two-hour minimum required for services.



CHESTNUT PARK AT CLEVELAND CIRCLE 617-566-1700

50 Sutherland Road, Brighton, MA Contact: Barbara Marshall or Amanda Wheeler.

Respite is provided AT the facility

- 30 day minimum stay; no maximum
- Traditional respite cost: \$225 per day that includes 45 minutes of daily “assistance”, three meals a day; Kosher kitchen and meals, linen laundry is free, personal laundry is an additional charge, weekly housekeeping and daily activities
- Harbor Program respite cost: \$325 per day for secured dementia program

RESPIRE SERVICES

CHESTNUT PARK AT CLEVELAND CIRCLE (cont.)

- Medication "reminders" from staff are an additional fee; staff cannot administer medication.



ROGERSON HOUSE

617-983-2300, x145

Contact: Janice Skelley

Respite care is provided AT the facility

- 4 day minimum stay that must begin during the week (no later than a Thursday)
- \$240 a day which includes nursing supervision, medication management, personal care, meals and activities



SOPHIA SNOW HOUSE

• 1205-1215 Centre St West Roxbury, MA

617-325-7900, x203

Contact person: Judy Dovev

www.sophiasnowplace.org

- Respite is provided AT the retirement home
- One month minimum stay; three months maximum
- \$150 per day
- Rate includes: three meals a day, housekeeping, laundry, activities, nursing services to dispense medications, and showers up to twice a week.
- Facility now offers respite services to both men and women age 70 and up.
- Facility does require an individual's medical information from their physician prior to admission.



SPRINGWELL

617-926-4100

- Respite is provided IN CLIENT'S HOME for www.springwell.com people needing low levels of care (1 day per week, e.g.)
- There is a sliding scale of fees; check on income guidelines
- Individual must require assistance with 6 different tasks (such as feeding, bathing, dressing, etc.)

SKILLED NURSING FACILITIES/ NURSING HOMES

- Skilled nursing facilities (SNF), more commonly referred to as nursing homes, typically provide care for those individuals who are unable to live alone in their own home even with the support of community services.
 - The types of services generally provided by a SNF are 24-hour nursing care, rehabilitative care and custodial care. Rehabilitative care includes the services of physical, occupational, and speech therapists. Custodial care involves assistance with daily living tasks such as feeding, bathing, dressing, and toileting.
 - Medicare does not cover the cost of long term or permanent placement in a skilled nursing facility, however Medicare will often cover short-term rehabilitation stays in a SNF following a hospitalization.
 - Masshealth/Medicaid will usually cover the cost of long term care in a SNF, however individuals must be medically screened in advance of admission to assure that the level of care required is appropriate.
- When choosing a SNF, be sure to schedule tours with two or three different facilities to compare the general environment of each. Also be sure to utilize the available resources from government and private organizations that screen and rate nursing homes. More specific listings of such agencies are at the end of this section. **If you would like additional information, please contact:**

SKILLED NURSING FACILITIES (BROOKLINE)

☞	Brookline Health Care Center 99 Park Street, Brookline, MA (120-bed nursing facility)	617-731-1050 www.brooklinehcc.com
☞	Coolidge House Nursing Care Center 30 Webster Street, Brookline, MA (210-bed nursing facility)	617-734-2300 www.genesishcc.com
☞	EPOCH Senior Healthcare of Chestnut Hill 615 Heath Street, Chestnut Hill, MA (135-bed nursing facility)	617-243-9990 www.epochsl.com

SKILLED NURSING FACILITIES/ NURSING HOMES

- ☞ **Golden Living Center - Chestnut Hill** 617-332-4730
188 Florence Street, Chestnut Hill, MA www.goldenlivingcenters.com
(49-bed nursing facility)

SKILLED NURSING FACILITIES (GREATER BOSTON AREA)

- ☞ **Armenian Nursing and Rehabilitation Center** 617-522-2600
431 Pond Street, Jamaica Plain, MA www.armenianhome.org
(83-bed nursing facility)
- ☞ **Boston Center for Rehabilitation and Subacute Care** 617-325-5400
1245 Centre Street, Boston, MA www.thebostoncenter.org
(81-bed nursing facility)
- ☞ **Brighton House Rehabilitation and Nursing Center** 617-731-0515
170 Corey Road, Brighton, MA www.welchhrg.com/brightonhouse
(78-bed nursing facility)
- ☞ **Corey Hill Nursing Home** 617-734-7138
249 Corey Road, Brighton, MA www.rehabassociates.com/core.html
(43-bed nursing facility)
- ☞ **Golden Living Centers** - there are several in Greater Boston.
www.goldenlivingcenters.com
- ☞ **German Centre for Extended Care** 617-325-1230
2222 Centre Street, West Roxbury, MA www.germancentre.org
(133-bed nursing facility)
- ☞ **Hebrew Rehabilitation Center** 617-363-8000
1200 Centre Street, Boston, MA www.hebrewrehab.org
(640-bed nursing facility)
- ☞ **Newton and Wellesley Alzheimer Center*** 781-237-6400
694 Worcester Street, Wellesley, MA www.nw-alzheimer.com
*(110-bed all Alzheimer's nursing facility)

SKILLED NURSING FACILITIES/ NURSING HOMES

- ☞ **Sherrill House** 617-731-2400
135 South Huntington Avenue, Boston, MA www.sherrillhouse.org
(196-bed nursing facility)
- ☞ **Wingate at Brighton** 617-787-2300
100 North Beacon Street, Allston, MA www.wingatenursinghome.org
(123-bed nursing facility)

QUALITY OF CARE CONCERNS

- ☞ **Massachusetts Department of Public Health** 800-462-5540
Bureau of Health Care Safety and Quality, Complaint Unit
99 Chauncy Street, Boston, Massachusetts 02111
Regulatory agency that inspects and licenses nursing homes. Agency also handles complaints regarding skilled nursing facilities, hospitals or other health care facilities.
- ☞ **Massachusetts Long Term Care Ombudsman Program**
Daniel Goldberg 781-647-5327
Acts as an advocate for residents of skilled nursing facilities in Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley and Weston. The ombudsman promotes resident rights and addresses any complaints or concerns that an individual may have regarding a facility.
To locate an ombudsman for another geographic area, please contact the Massachusetts Executive Office of Elder Affairs at 617-727-7750.

WEBSITES

- ☞ **Massachusetts Department of Public Health** www.mass.gov/dph/
Nursing Home Report Card
Provides quality rating information on all licensed SNF's. Ratings are the result of unannounced, standardized surveys conducted on a regular basis by the Department of Public Health. DPH reviews complaints about the facility, food services, resident rights, environment, nursing services, the administration, and the facility's history of compliance with remedying problems identified by past DPH surveys.

SKILLED NURSING FACILITIES/ NURSING HOMES

- ∞ **Massachusetts Extended Care Federation** www.masslongtermcare.org
Website provides information on Nursing Homes/Long Term Care facilities, Assisted Living facilities, Retirement Communities and Home Health agencies. Information on insurance coverage is also provided.
- ∞ **Medicare** www.medicare.gov/nursing/overview.asp
Provides overview of all Medicaid and Medicare licensed skilled nursing facilities in the US. There is also an interactive tool available that allows you to compare nursing homes based on number of beds, staffing, results of state inspections, etc.

SOCIAL SECURITY

- You must have paid into the Social Security system through previous or current employment to be eligible for disability or retirement benefits.
- Benefit eligibility is based on number of years/quarters worked. Monthly benefit amount is based on earnings history. The higher your lifetime earnings, the higher the benefit.
- Social Security is an entitlement program. Eligibility is not based on one's current income or assets.
- Individuals receive a small cost of living adjustment annually in January.

SUPPLEMENTAL SECURITY INCOME (SSI)

- SSI usually supplements Social Security
- You may be eligible for SSI even if you never worked or paid into the Social Security system.
- Guarantees a minimum monthly income for people who are age 65 or older, disabled or blind, with limited income and assets
- Eligibility is based on gross monthly income and assets
- Income/asset guidelines as of March 2012:

Individual

Income: \$ 847/month or less Asset: \$2000 or less

Couple

Income: \$ 1270/month or less Asset: \$3000 or less

- Guidelines vary from state to state.

If you have additional questions, contact Social Security at:
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Social Security Administration

(800)-772-1213

10 Causeway Street, Room 148, First Floor
Boston, MA 02222

www.ssa.gov

- Official government website allows individuals to check eligibility for benefits, apply for benefits, request proof of income, request duplicate Medicare card, and update address and telephone contact information.

SPRINGWELL



SPRINGWELL

307 Waverly Oaks Road, Suite 205
Waltham, MA 02452

(617) 926-4100

www.springwell.com




- Springwell is a private, nonprofit agency designated by the Massachusetts Executive Office of Elder Affairs as an Aging Services Access Point (ASAP).
- In this capacity, Springwell serves as a single point of entry for state and federally subsidized elder services in the communities of Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley, and Weston.
- In addition, Springwell is an Area Agency on Aging, a designation enabling them to provide home-delivered meals in some communities and to contract with local agencies to provide such services as transportation, legal advice, advocacy, and caregiver support. Springwell also acts as a protective services agency, investigating and resolving reports of elder abuse, neglect, or financial exploitation.
- Springwell services include:
 - Information and referral
 - Medical Escort
 - Money Management
 - Personal Emergency Response Systems (i.e., Lifeline)
 - Meals on Wheels
 - Personal Care (i.e., assistance with dressing/bathing)
 - Homemaking
 - Grocery Shopping and Laundry Services
 - Elder Protective Services
- Cost of state-subsidized services is generally based on an individual's monthly household income.

Please contact Springwell directly for more information or to make a referral for services.

SUPPORT GROUPS

- A support group generally consists of a group of individuals who share similar concerns coming together to discuss their thoughts, feelings, and experiences.
- Support groups address a wide variety of issues including, but certainly not limited to, aging, bereavement, coping with a major illness, depression, low vision, relationships, spirituality, and substance abuse.
- Organizations linked to a specific illness often sponsor support groups for individuals afflicted by that condition as well as for their caregivers.
- Support groups may be ongoing or time limited (i.e., 6 sessions, 12 weeks, etc.). Some groups allow new members to join at any time and others restrict their membership once the group has begun.
- The group leader may either be a trained professional or a layperson with some personal experience related to the topic of interest.
- Support groups are often free, however if there is a charge associated inquire as to whether your health insurance will cover it.
- Nursing homes, assisted living facilities, and hospitals also often have support groups.

Please note that all of the following organizations offer a *variety* of support groups. If you would like additional information, please contact:

	Alzheimer's Association of Massachusetts 330 Brookline Ave, Boston, MA 02215	800-272-3900 www.alz.org/MA/
	Beth Israel Deaconess Medical Center 330 Brookline Ave, Boston, MA 02215	617-667-7000 www.bidmc.harvard.edu
	Brigham and Women's Hospital 75 Francis Street, Boston, MA 02115	617-732-6462 www.brighamandwomens.org

SUPPORT GROUPS

- ☞ **The Brookline Center** 617-277-8107
41 Garrison Road, Brookline, MA 02445 www.brooklinecenter.org
- ☞ **Brookline Council on Aging** 617-730-2777
93 Winchester Street, Brookline, MA 02446
- ☞ **Dana Farber Cancer Institute** 617-632-3301
450 Brookline Ave, Boston, MA 02215 www.dana-farber.org/pat/support
- ☞ **Faulkner Hospital** 617-983-7000
1153 Centre Street, Boston, MA 02130 www.faulknerhospital.org
- ☞ **Jewish Family & Children's Services** 781-647-5327
1430 Main Street Contact: Nancy Mazonson MS, OTR/L
Waltham, MA 02451 www.jfcsboston.org
Offers Parkinson's Family support program including support groups
- ☞ **LGBT Caregiver Support Group** 617-271-4182
Jamaica Plain, MA Contact: Joanne Peskowitz
www.lgbtagingproject.org
A support group for individuals who are caring for a Lesbian, Gay, Bisexual or Transgender individual over the age of 60. Group meets the first Monday of every month from 6-7:30pm. There is also a bereavement group.
- ☞ **Massachusetts General Hospital Support Groups** 617-726-2640
55 Fruit Street www.mghsocialwork.org/support-groups.html
Boston, MA 02114

SUPPORT GROUPS

- ∞ **New England Baptist Hospital** 617-754-5400
125 Parker Hill Avenue, Boston, MA 02120 www.nebh.org
Offers an arthritis and lupus support group as part of their
comprehensive orthopedic services

- ∞ **Newton Wellesley Hospital** 617-243-6000
2014 Washington Street www.nwh.org
Newton, MA 02462

- ∞ **The Cancer Support Community** 1-888-793-9355
120 Longwater Drive, www.cancersupportcommunity.org
Norwell, MA
Offers support groups for individuals diagnosed with cancer,
caregivers of those with cancer, and bereavement groups.

TELEMARKETING/JUNK MAIL REMOVAL INFORMATION

TELEMARKETING



NATIONAL "DO NOT CALL" REGISTRY

888-382-1222

www.donotcall.gov

- Individuals can register personal home or cell phone numbers via telephone or online with the national do not call registry.
- Telemarketing companies have up to 31 days following your registration to remove your telephone number from their call lists.
- While registering will significantly cut down on the amount of unsolicited calls you receive, not all telemarketing companies are required to remove your telephone number from their lists. Companies with which you have had a business relationship in the past, political campaigns, charities and surveyors are still allowed to contact you.
- If you move and you are assigned a new telephone number or you change your telephone number, you must register the new number.
- Telemarketing companies in violation of the Do Not Call Registry regulations will be fined. If you would like to file a complaint, contact the registry with the name and telephone number of the company you believe to be in violation.



MASSACHUSETTS "DO NOT CALL" REGISTRY

866-231-2255

www.madonotcall.govconnect.com

- Guidelines are generally the same as with the national do not call registry
- It is recommended that you register your phone number(s) with the state program as well because it is unclear as to whether or not the national registry applies to the more local/state telemarketing companies.

TELEMARKETING/JUNK MAIL REMOVAL INFORMATION

JUNK MAIL



MAIL PREFERENCE SERVICE

www.dmachoice.org

THE DIRECT MARKETING ASSOCIATION

- Individuals can register by mail or online to have your address added to the DMA "do not mail" registry.
- Registration by mail is \$1 payable by money order or check. You must print out the registration form from the website and mail it along with the \$1 to the address included on the form.
- There is no fee to register online however you must provide your credit card information at the time of registration for identity verification purposes.
- While registering will significantly cut down on the amount of unsolicited mailings you receive, not all companies are required to remove your address from their lists. You will still receive mailings from non-Direct Marketing Association members.
- You will notice a significant reduction in advertising mail from NATIONAL marketers such as sweepstakes, magazine subscription offers, and catalogs.
- Local business organizations generally do *NOT* use this program.
- Your registration will expire after three years therefore you will need to register again at that time.
- If you continue to receive unsolicited mail from a particular company, contact them directly and asked to be placed on their "do not mail" list.



OPT-OUT PRESCREEN

888-567-8688

CREDIT CARD OR INSURANCE OFFERS www.optoutprescreen.com

- Opting-Out refers to the process for removing your name from lists supplied by the Consumer Credit Reporting Companies: Equifax, Experian, Innovis and TransUnion, to be used for firm offers of credit or insurance.
- Your rights as a consumer under the Fair Credit Reporting Act (FCRA) include the right to "Opt-Out" for 5 years OR permanently.
- There is no fee for this service and individuals can register via telephone or online.

TRANSPORTATION

Older people often cite transportation as being one of the most important factors in their continued ability to remain independent, meet the obligations of daily living, and avoid becoming isolated.

If you would like additional information, please contact:

- ☞ **Brookline Senior Center Van** **617-730-2750**
 - The Brookline Senior Center Van provides door-to-door transportation to the Senior Center for educational and social programs and activities. The van's hours of operation are Monday-Wednesday, from 9 am-4 pm and Thursdays from 10 am-4 pm. Suggested donation is \$1.00. To schedule a ride, call 617-730-2750 by 3 pm on the day before the ride is needed.

- ☞ **Elderbus** **617-730-2777**
 - The Brookline Elderbus makes an hourly circuit every weekday from 9 am to 3:00 pm that includes The Brookline Senior Center, elderly housing, shopping areas, and the Longwood medical area.
 - A contribution of 50 cents is requested, though not required.
 - Schedules in English, Russian and Chinese are available from the Council on Aging at 617-730-2777.

- ☞ **Brookline Elder Taxi System (BETS)** **617-730-2740**
 - BETS is a program that enables income-eligible Brookline residents to purchase discount taxi coupons at reduced fare rates (\$10 worth of taxi coupons for \$5).
 - BETS is sponsored by the Brookline Council on Aging, CDBG and all licensed Brookline cab companies.
 - An individual must be 60 years or older and your income cannot exceed \$45,500 for an individual and \$52,000 for a couple.
 - First time purchasers or their representatives must apply at the BETS office with proof of income, but subsequent purchases can be made by mail. Your income must be re-certified each year.
 - Contact the BETS office at 617-730-2740 for more information.

TRANSPORTATION



Chestnut Hill Ride

617-874-0487

www.chestnuthillride.org

Provides transportation for medical appointments, shopping, and general needs; as well as some errand service. Rates are \$30/hour and are discounted for Brookline Seniors who mention they are participants of the Brookline Senior Center.



ITNGreaterBoston

781-296-1495

640 Washington Street
Brighton, MA 02135

www.itngreaterboston.org

The Independent Transportation Network is a non-profit service providing transportation to adults over 60 and to people with visual impairments. There is a \$60 annual membership fee. There is a \$4.00 base fee plus a fee of \$1.50 per mile for transportation.



MBTA RIDE

617-222-5123

1-800-844-0355

- The RIDE is operated by the MBTA and provides handicapped accessible, door-to-door transportation service *for those unable to use public transportation due to a medical condition.*
- The program requires an application that must be completed by both the applicant and by a licensed health care or human services provider.
- The RIDE provides medical and non-medical transportation on a space available basis to most destinations serviced by the regular MBTA transit system.
- A one-way transport costs \$4.00.
- **PLEASE NOTE: The MBTA RIDE has moved to an electronic fare system.**
- You will not be allowed to schedule a ride if you do not have sufficient funds in your electronic account.
- Deposits to your individual electronic account can be made in person, via telephone, internet, or mail. You will receive more detailed information once you have been approved.

TRANSPORTATION

MBTA RIDE (cont.)

- **Application requests and general information** **617-222-5123**
- **To request a trip or confirm a trip** **877-765-7433**
(for Brookline residents)



Busy Bee Transportation (Springwell) 800-427-0230

- Offers transportation to medical appointments between 10 am-3:30 pm
- Appointments should be scheduled no earlier than 10 am and no later than 2 pm to ensure transportation each way.
- Reservations must be made *AT LEAST* 3 business days in advance. Call the day before for specific pickup time.
- Brookline seniors may request transportation **ONLY** to medical appointments and ADH programs **OUTSIDE** the Brookline area.
- Transportation **IS NOT** provided to Brookline residents who have medical appointments/ADH programs within the Brookline area.
- A donation of \$4.00 each way is requested.



Brigham and Women's/Faulkner/Mass General Hospital Shuttle Buses (Partners Healthcare) 617-726-2250 www.partners.org

- Partners Healthcare offers many shuttles that travel from their various community locations to Brigham and Women's (BWH), Faulkner, and Mass General Hospital (MGH).
- The phone number and website provide current information on shuttle schedules.

WHEELCHAIR TRANSPORTATION



Wheelchair Ambulette 617-733-6339 **781-444-4655**

- Provides wheelchair and stretcher transportation for people in non-emergency, stable situations, e.g. returning home from a hospital stay. Does both local and long distance transportation. Call for rates for specific trips.

TRANSPORTATION

SENIOR CHARLIECARDS FOR THE MBTA



MBTA Senior CharlieCard

617-222-5976

Also called Senior Transportation Access Pass (TAP)

1-800-543-8287

www.mbta.com

- The MBTA has an electronic fare system on ALL buses, subways, and commuter rails.
- All seniors (65 or older) must have a Senior CharlieCard/TAP ID in order to be eligible for the discounted senior rate when using public transportation. **As of early 2012 seniors with a valid Senior CharlieCard/TAP ID will now pay \$.75 PER RIDE ON LOCAL BUSES and \$1.00 PER RIDE ON SUBWAYS.**
- **If you have never had an MBTA Senior CharlieCard**, you may go to Downtown Crossing to the CharlieCard Store to get one. You need to bring Federal or State photo ID showing proof of age. Your picture will be taken and you will then receive your Senior CharlieCard. The card is free but to use it you must load it with money for fares.
- You can load money to your new Senior CharlieCard/TAP ID via machines located in all MBTA stations. Brookline seniors can also add value to their Senior CharlieCard/TAP ID's at any of the following more convenient locations: **Bay State Foods** (1418 Beacon Street), **Johnnie's Foodmaster** (1026 Beacon Street), **Mailboxes, Etc.** (258 Harvard Street), **7-Eleven** (1633 Beacon Street), or **Shaw's** (1717 Beacon Street).
- **The Brookline Senior Center** also holds CharlieCard Events twice a year where you may apply for a new or replacement CharlieCard. You must bring in a Federal or State photo ID with proof of age to participate in a Senior Charlie Card event. You will get your picture taken and get your Senior CharlieCard mailed to your home by the MBTA in 6-8 weeks. For more information call: 617-730-2777.
- **Senior CharlieCards/TAP ID CARDS HAVE AN EXPIRATION DATE.** You may go to the Downtown Crossing CharlieCard Store to replace your expired Senior CharlieCard for a new one.

TRANSPORTATION

MBTA Senior CharlieCard (cont.)

You may also replace an expired Senior CharlieCard by calling **617-222-5976**. The MBTA will need to reuse your old CharlieCard photo. The CharlieCard will then be mailed to your home address in 6-8 weeks.

Using your Senior CharlieCard:

- MBTA staff should be available to help you with the new equipment until you become comfortable. You will have to "tap" your new Senior CharlieCard/TAP ID against the new electronic fare machines in the MBTA stations, subways, and buses. The fare machines will then automatically deduct the correct amount of money from your card.
- **BE SURE TO ALERT THE DRIVER IN ADVANCE OF TAPPING YOUR CARD THAT YOU ARE USING A SENIOR CHARLIECARD/TAP ID SO THE FARE BOX DEDUCTS THE CORRECT REDUCED FARE (AND NOT THE FULL ADULT FARE).**

HANDICAPPED PLACARDS/LICENSE PLATES



Massachusetts Registry of Motor Vehicles

617-351-4500

www.mass.gov/rmv/medical

- Provides handicap plates/placards to individuals who are medically certified as disabled.
- Applications require a Massachusetts licensed physician, chiropractor or nurse practitioner's signature
- You can request an application via telephone or if you have a computer, you can visit their website and print out an application.

UTILITY DISCOUNTS

NOTE: Utility Telephones and Websites can be difficult to navigate. All usually require a specific account number to get information.

Cable TV

∞ COMCAST Xfinity

800-266-2278

www.comcast.com

- Comcast offers Brookline seniors (over age 65) who are heads of household and who are receiving fuel assistance or Masshealth (medicaid), a \$2.00 per month discount on the Comcast Digital Starter package.
- Proof of age is required in addition to a Massachusetts fuel assistance identification or a Masshealth identification.
- In order to apply, contact Comcast and request the Brookline Senior Discount Rate application.

∞ RCN

800-746-4726

www.rcn.com

- Offers \$2.00 per month basic cable discount for low income Brookline seniors. For more information call RCN.

Electric

∞ NSTAR

800-566-2080

www.nstaronline.com

- Nstar offers a discount rate (R2) for low-income Massachusetts residents.
- **An individual must meet income eligibility guidelines and be receiving one of the following benefits in order to qualify for these discount programs:**
 - Transitional Assistance to Families with Dependent Children
 - Emergency Aid to the Elderly, Disabled, and Children
 - Supplemental Security Income (SSI)
 - Masshealth (Medicaid)
 - Food Stamp Benefits
 - Fuel Assistance
 - Certain Veteran's benefits
 - Other means-tested public benefits (please call for more information)

UTILITY DISCOUNTS

- Individuals receiving food stamps, fuel assistance or veteran's benefits must include **copy of eligibility letter** with application. The Department of Transitional Assistance, Division of Medical Assistance, or the Mass Office of Fuel Assistance must also be able to verify eligibility upon Nstar's request.
- **The electric bill must also be in the name of the individual receiving benefits in order to qualify.**
- In order to apply, contact Nstar and request the Discount Rate application.

☞ National Grid

800-322-3223

www.nationalgridus.com

- National Grid offers a discount rate (R2) for low-income Massachusetts residents.
- **An individual must meet income eligibility guidelines and be receiving one of the following benefits in order to qualify for these discount programs:**
 - Transitional Assistance to Families with Dependent Children
 - Emergency Aid to the Elderly, Disabled, and Children
 - Supplemental Security Income (SSI)
 - Masshealth (Medicaid)
 - Food Stamp Benefits
 - Fuel Assistance
 - Certain Veteran's benefits
 - Other means-tested public benefits (please call or check the website for more info)
- National Grid must be able to verify your receipt of benefits through the Department of Transitional Assistance, Division of Medical Assistance, or the Mass Office of Fuel Assistance.
- **The bill must also be in the name of the individual receiving benefits in order to qualify.**
- In order to apply, contact National Grid and request the Discount Rate application.

Heating/Fuel Assistance

*See Fuel Assistance section on page 77

UTILITY DISCOUNTS

Telephone

☞ VERIZON

800-837-4966

- Verizon has 2 discount programs for low-income Massachusetts residents.
- Verizon ***Lifeline Service*** offers a monthly discount on a residential customer's bill and the ***Link-Up America*** program provides a 50% reduction (up to a maximum of \$30) in the regular installation charges for local telephone service.
- **An individual must be receiving one of the following benefits in order to qualify for these discount programs:**
 - Transitional Assistance to Families with Dependent Children (TAFDC)
 - Emergency Aid to the Elderly, Disabled, and Children (EAEDC)
 - Supplemental Security Income (SSI)
 - Masshealth (Medicaid)
 - Food Stamp Benefits
 - Fuel Assistance
 - Other means tested public benefits (please call for more info)
- The Department of Transitional Assistance, Division of Medical Assistance, or the Mass Office of Fuel Assistance must verify eligibility, upon Verizon's request.
- **The telephone bill must also be in the name of the individual receiving benefits in order to qualify.**
- In order to apply, contact Verizon and request the Lifeline discount application.

☞ SafeLink Wireless Lifeline Service

www.safelinkwireless.com

- Free cell phone service for Massachusetts residents with limited incomes and who are receiving TAFC, EAEDC, SSI, Masshealth, Food Stamps or Fuel Assistance.
- **You can only receive one Lifeline service.** If you choose the free cell phone service, you will not be eligible for the Verizon Lifeline discount for your home phone.
- For more information call: 1-800-723-3546.

If you receive services from a different utility provider than those shown here, contact them directly to inquire about discount rate availability.

VETERAN'S SERVICES

INFORMATION AND REFERRAL SERVICES

- ☞ **Veterans' Services Office** **617-730-2112**
11 Pierce St., Brookline, MA 02145 Contact: Bill McGroarty
Offers Brookline veterans assistance with applying for state and federal veteran's benefits, as well as assistance with locating housing, health care, and counseling services. Contact directly regarding any veteran related issue.
- ☞ **Regional Veterans' Services Office** **800-827-1000**
• JFK Federal Building, Government Center, Boston, MA www.va.gov
- ☞ **AMVETS** **877-726-8387**
• There is no specific Brookline Chapter location. Amvets shares space with the VFW, below.
- ☞ **VFW** **617-734-5634**
• 386 Washington St. Brookline Village www.vfw.org
Brookline, MA
• Organization offers information and referral, political advocacy, and community outreach services to honorably discharged veterans and their families.

HEALTH CARE

- ☞ **Veterans' Medical Centers**
BOSTON: 150 S. Huntington Ave., Boston, MA **617-232-9500**
WEST ROXBURY: 1400 VFW Pkwy., West Roxbury, MA **617-323-7700**
Community Based Outpatient Clinic **251 Causeway St. Boston 617-248-1000**

HOMELESS VETERANS

- ☞ **New England Shelter for Homeless Veterans** **617-371-1800**
17 Court Street, Boston, MA 02108 www.neshv.org
- ☞ **Homeless Women Veterans Outreach** **857-364-4027**
& Case Management Program Lauren Dever, LICSW
150 S. Huntington Avenue, Boston, MA 02130

VISUAL IMPAIRMENT

Age-related vision loss can be one of the most frightening and debilitating conditions amongst seniors. While there may be many causes for an individual's vision loss, the three most common age-related conditions are macular degeneration, cataracts and glaucoma.

Macular degeneration is caused by the deterioration of the central portion of the retina. As a result, individuals with macular degeneration often describe their field of vision as if there were a "big, black spot" right in the middle. Individuals can often not see the faces of those to whom they are directly speaking, but their peripheral vision usually remains intact. Unfortunately there is no cure for macular degeneration at this time however there may be treatments alternatives available to slow the progression of the disease.

A **Cataract** is a clouding of a lens in your eye that impedes light from passing through to the retina. As a result, individuals with cataracts often describe their field of vision as cloudy or as if they were "looking through a piece of gauze". Cataract surgery to replace the clouded lens is an effective treatment option and can generally be performed on an outpatient basis.

Glaucoma is a build-up of pressure in the eye that results in damage to the optic nerve. As a result, individuals with advanced glaucoma may lose their peripheral vision and feel as if they are looking through a pinhole. There is no cure for glaucoma at this time however there may be treatment alternatives available to slow the progression of the disease.

Nutrition Eyed for Blindness Prevention

By Elizabeth Johnson, PhD

Jean Mayer USDA Human Nutrition Research Center at Tufts University

By the age of 65, one person in three has some form of vision reducing eye disease. Cataract and age-related macular degeneration (AMD) are the major causes of visual impairment and blindness in the aging US population. Certain food choices may help to prevent these diseases.

Cataracts and AMD share some common risk factors such as sunlight exposure, excessive alcohol consumption, and smoking. Of particular interest is the possibility that nutrition might reduce the incidence or slow the progression of these diseases. Two components of the diet that may be important in the prevention of cataracts and AMD are lutein and zeaxanthin.

VISUAL IMPAIRMENT

Nutrition (cont.)

Lutein and zeaxanthin are plant pigments found in foods such as spinach and kale. Other good sources include egg yolks, peas, broccoli, collard greens, Swiss chard, and Brussel sprouts. Lutein and zeaxanthin are the only plant pigments that are detected in the eye. They are thought to act like sunglasses that protect the lens and retina against potentially damaging sunlight. They may also act as antioxidants that prevent free radicals from damaging eye tissue. Therefore a diet rich in fruits and vegetables, especially leafy greens, may be more important than ever when it comes to eye health.

For more information on any of these eye diseases, please contact your eye care provider. If you would like additional resource information, please contact:

- ☞ **Greater Boston Guild for the Blind (GBGB)** **617-327-1718**
1980 Centre St., West Roxbury, MA 02132 www.jgb.org/programs_gbgb.asp
 - Agency dedicated exclusively to providing assistance to individuals with visual impairment.
- ☞ **MAB Community Services** **617-926-4232**
200 Ivy St., Brookline, MA 02446 www.mabcommunity.org
(formerly **Mass. Association for the Blind**)
 - MAB Community Services provides a number of services to individuals with vision loss including, information and referral, volunteer/companionship services, and peer support groups.
- ☞ **MAB Connections** **617-923-2790**
 - Automated telephone service that provides vision impaired individuals with recorded information on daily television schedules and weekly supermarket specials.
- ☞ **Massachusetts Commission for the Blind** **617-727-5550**
48 Boylston Street, Boston, Massachusetts 02116 www.state.ma.us/mcb
 - State agency that provides information, referral and rehabilitation services to any Massachusetts resident who has been declared legally blind. A determination of legal blindness must be reported

VISUAL IMPAIRMENT

Massachusetts Commission for the Blind (cont.)

to the Commission for the Blind by your eye care provider within 30 days in order to assure that you receive necessary supportive services related to your vision loss.



Perkins School for the Blind

617-972-7296

info@Perkins.org

- Perkins no longer provides services specifically targeted to elders.
- The **New England Eye Low Vision Clinic at Perkins** offers evaluations by a low vision Optometrist and low vision therapists. Provides assistance with utilizing low vision devices and assistance with maximizing use of one's remaining vision. Fees may be covered by your health insurance.



Talking Information Center

800-696-9505

www.ticnetwork.org

- Non-profit reading service that broadcasts newspapers, magazines, books, and special consumer information 24 hours a day, 7 days a week, to visually-impaired listeners.
- Listeners can access TIC programs via a special receiver (for a one time fee of \$50), certain AM/FM radio stations, certain cable stations, or via internet. Please call for additional information.

WEB SITES

The internet is a wonderful resource for accessing general information about caring for yourself or someone else. There are websites dedicated to almost every illness or health condition imaginable. There are also government sponsored websites that provide quality assurance information on hospitals, assisted living facilities, and nursing homes.

All you have to do is select a search engine such as www.google.com and type in a few key words (i.e., estate planning, Massachusetts) for a list of relevant websites. You can also try simply typing your question into a search engine to get more specific information.

As with any information, you must consider the source and use your best judgment. When considering medical information, always be sure to check with your own medical providers.

⌘ **Arthritis Information**

www.arthritis.org

⌘ **Assisted Living Information**

www.massalfa.org

⌘ **Assistive Devices**

These websites provide information on equipment designed to assist individuals with daily living tasks such as dressing, cooking, and bathing.

www.elderstore.com

www.aidsforarthritis.com

www.adaptivespaces.com

⌘ **Alzheimer's Information**

This website provides information for individuals diagnosed with Alzheimer's, their families/caregivers, and/or health care providers/professionals.

www.alz.org

WEB SITES

∞ **Benefits (General)**

These websites allow you to input information regarding yourself or a family member and the site then determines what benefits you/they are eligible for as a Massachusetts resident. You do not have to provide your/their name, however you may have to provide information regarding your/their income, assets and medications for an accurate return.

www.benefitscheckup.org

www.massresources.org

∞ **Cancer- American Cancer Society**

This website offers general and specific information on cancer.

www.cancer.org

∞ **Customer Service**

This website offers tips on how to access a human being instead of an automated system when calling a large business or government office.

www.gethuman.com

∞ **Food Stamps**

This website provides general information regarding eligibility guidelines, benefits, and instructions on how to apply. You can also print a copy of the application to complete.

www.gettingfoodstamps.org

∞ **Health Related**

National Institutes of Health- This website provides information on health problems; is fairly easy to navigate. 301-496-4000

www.nih.gov

Mayo Clinic- Provides information on health problems; and is also easy to navigate.

www.mayoclinic.org

WEB SITES



Heart Disease

This website of the American Heart Association provides general information on heart disease.

www.heart.org



Hospice

This website provides information on hospice care, advance directives and locating a hospice in the client's desired area.

www.hospicefed.org



Information Clearinghouse

This website provides a comprehensive list of programs and services for seniors and their caregivers.

www.elderinfo.org



Law

This website provides detailed information on legal issues facing the elderly. Some of the areas addressed include estate planning, long-term care, Medicare/Medicaid, and Social Security.

www.elderlawanswers.com



Long Term Care

This website provides information on Nursing Homes/Long Term Care facilities, Assisted Living facilities, Retirement Communities and Home Health agencies. Information on insurance coverage is also provided.

www.masslongtermcare.org



Name Tape

This website sells fabric tags that are embroidered with an individual's name. Tags can be ironed on or sewn into clothing to identify rightful owner. Useful for individuals who reside in facilities where laundry services are offered.

www.gilbin.com



Parkinson's Information

www.pdf.org

WEB SITES

Research Information on Various Topics

AgeLine is a database that provides abstracts of journals etc. related to gerontology. Some articles may be available for free through AARP.

www.ageline.net

Social Security Administration

Official government website that allows individuals to check eligibility for benefits, apply for benefits, request proof of income, request duplicate Medicare card, and update address and telephone contact information.

www.ssa.gov